Salient Process's
Hyperautomation
Guide

2024-2025

CREATED BY
SALIENT PROCESS

Salient
Process
Your process. Our passion.

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The Hyperautomation Guide
Introduction

Salient Process ("Salient") guides companies to align their process outcomes with organizational goals. We've developed the Hyperautomation Guide to illuminate how Salient facilitates adopting and integrating automation within business processes.

Our guide furnishes enterprises with a foundational route to attain operational excellence and elevate themselves as industry leaders through utilizing Hyperautomation. Recognizing the mounting pressures businesses encounter in striving for more remarkable achievements while curbing costs, we firmly believe that our Hyperautomation methodology is the key to liberating valuable time trapped in inefficient processes and tasks.

The Hyperautomation Guide equips our clients with vital insights and the assurance needed to seamlessly incorporate fitting automation solutions into their operations, yielding the highest returns on investment. Leveraging our exclusive solutions, we conduct comprehensive evaluations of our client's processes, enabling them to identify, quantify, prioritize, and harmonize their process outcomes with their organizational ambitions. This alignment guarantees the realization of sought-after results for your organization.

01

Chapter One
What is Hyperautomation?

What is Hyperautomation?

Gartner's Definition

As companies embrace digital applications and systems to drive efficiency and enhance customer experiences, they embark on digital transformations to stay competitive in today's market. A crucial component of this transformation is Hyperautomation.

In 2019, **Gartner introduced the term "Hyperautomation,"** defining it as a business-driven, disciplined approach that enables organizations to swiftly identify, evaluate, and automate a wide range of business and IT processes. **Hyperautomation involves the orchestrated use of multiple technologies, tools, or platforms.**

Throughout this guide, we encourage you to keep the key concepts from Gartner's definition in mind. Hyperautomation offers numerous benefits for organizations, including improved efficiency, cost reduction, and enhanced customer experiences. By automating repetitive and mundane tasks, it empowers employees to focus on higher-value activities such as decision-making and customer service. Ultimately, Hyperautomation has the potential to revolutionize organizational operations by applying automation in the most effective and efficient manner possible.

Which Technologies and Tools Does Hyperautomation Use?
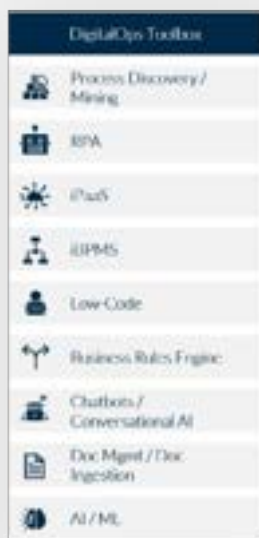
Gartner defines **DigitalOps, or digital operations**, as the central process of your digital transformation. It orchestrates systems and resources, enabling sensing, responding, and dynamic learning and optimization. The DigitalOps Toolbox encompasses technologies for every stage of process automation, including discovery, analysis, design, automation, measurement, and evaluation.

Technologies

Hyperautomation is made possible by various technologies that are available in the DigitalOps Toolbox. These technologies include:
- **Artificial Intelligence (AI)**
- **Machine Learning (ML)**
- **Robotic Process Automation (RPA)**
- **Business Rules Engine**
- **Low-code/No-code platforms (LCAP)**
- **Intelligent Business Process Management Suites (iBPMS)**
- **Integration Platform as a Service (iPaaS)**

Each of these technologies has its unique strengths and capabilities, and when used in combination, they can help organizations automate complex and intelligent tasks and processes. For example, RPA can automate repetitive tasks, while AI and ML can help analyze data, identify patterns, and make decisions. Business Rules can help optimize business processes, while LCAP can help build applications quickly and easily. iBPMS combines these technologies to provide a comprehensive suite of tools for modeling, executing, and monitoring business processes.

Innovative Solutions

Hyperautomation involves the use of various solutions to streamline and automate business processes. Some of the tools that enable Hyperautomation include **Process Discovery / Process Mining,** Digital Twins, Orchestration Engines, Decision Engines, Content Ingestion tools, Natural Language Processing (NLP), Conversational AI, and Intelligent Optical Character Recognition (iOCR). These technologies help organizations discover, analyze, design, execute, monitor, and optimize automated processes and tasks.

Salient Process leverages solutions like **Blueworks Live, Blueworks Insights, and Business Compass** to facilitate the efficient and effective automation of organizational business processes. Blueworks Live offers process mapping and analysis capabilities, while Blueworks Insights delivers process performance analytics. In parallel, Business Compass is an innovative platform combining business architecture, process management, and opportunity tracking, offering organizations a holistic approach to streamlining processes, aligning strategies, and maximizing growth opportunities.

Find more about these advanced technologies in our Salient Process Resources.

What is Hyperautomation?

Benefits of Hyperautomation

According to **Forbes, the benefits of Hyperautomation include:**
- **Erasing deficiencies and gaps:** Businesses can now digitize and automate entire lines of business processes, gaining insights into inefficiencies.
- **Integrations:** Hyperautomation simplifies data sharing across multiple applications in different business areas.
- **Real-time insights:** Organizations can have a real-time understanding of what is happening, enabling quicker problem-solving and decision-making.
- **Productivity boost**: Hyperautomation enhances productivity by allowing employees to focus on value-adding activities and making data-based decisions.

Challenges of Hyperautomation

According to **IBM, the Challenges of Hyperautomation include:**
Before embarking on a Hyperautomation journey, it is important to pay close attention to the "up-front" details to help ensure a smooth implementation. Some of the most common challenges include the following:
- Knowing how to measure success
- Developing and adhering to a realistic project timeline
- Ensuring that you have end-to-end leadership for the entire project
- Being able to calculate tangible and intangible ROI up front, as accurately as possible
- Choosing the right solution from the ever-growing and evolving marketplace of products
- Gaining stakeholder and management support for a new and unfamiliar approach

The Importance of Hyperautomation

Hyperautomation is a game-changing strategy for businesses with immense potential for positive outcomes. Gartner predicts that Hyperautomation will become the **top investment priority for CIOs and IT leaders by 2025,** underscoring its transformative nature. **By 2024, organizations could achieve up to 20% cost savings and 30% productivity gains through Hyperautomation.**

Many industries are driven to adopt Hyperautomation due to various needs and goals, including:
- Keeping up with demand
- Addressing outdated processes and improving competitiveness
- Overcoming IT resource limitations
- Employee curiosity and ambition
- Meeting regulatory compliance requirements
- Achieving consistent production and high-quality products with minimal human error

In today's fast-paced and resource-constrained environment, Hyperautomation offers tangible benefits. Whether organizations already have automated processes or not or possess new or old equipment, any organization can adopt and benefit from Hyperautomation technology.

80% of Gartner clients report that they will increase or sustain hyperautomation spending. This complimentary webinar reveals Gartner's predictions on hyperautomation for 2023. We also will look at a select number of technology categories, including AI, robotic process automation (RPA), and Low Code, that are often utilized for hyperautomation initiatives.

What is Hyperautomation?

Automation vs. Digital Automation vs. Hyperautomation

Although the terms **"Automation,"** **"Digital Automation,"** and **"Hyperautomation"** may sound similar, they serve different purposes.

Automation

Automation uses technology to perform tasks or processes with little or no human intervention. This can include anything from simple repetitive tasks to more complex processes that require decision-making.

Digital Automation

Digital Automation is a subset of automation that uses explicitly digital technologies to automate tasks or processes. This can involve a range of technologies, such as Robotic Process Automation (RPA), Artificial Intelligence (AI), Machine Learning (ML), and Natural Language Processing (NLP).

Hyperautomation

Hyperautomation is a more advanced form of automation that combines multiple tools, technologies, and platforms, including Digital Automation technologies and other advanced technologies such as Process Mining, Analytics, and advanced analytics.

Examples of Automation in Various Industries

1. **Automotive Industry:** Car assembly lines that utilize robots for tasks such as welding, painting, and component assembly, reducing the reliance on human workers.
2. **Banking Sector:** Automated teller machines (ATMs) that enable customers to withdraw cash, deposit checks, and conduct basic banking transactions without requiring assistance from a bank teller.
3. **Manufacturing Industry:** A manufacturing company installing robots on the assembly line to carry out repetitive tasks like welding, effectively minimizing human labor requirements.

Examples of Digital Automation in Various Industries

1. **Insurance Industry:** An insurance company implements an automated system that generates and sends policy renewal notices to customers based on predefined criteria, eliminating manual intervention.
2. **Customer Service:** Chatbots deployed on websites or messaging platforms that can assist, answer frequently asked questions, and direct inquiries to the appropriate department.
3. **Human Resources:** Automated systems that handle employee onboarding, manage time-off requests, and facilitate organizational performance evaluations.

Examples of Hyperautomation in Various Industries

1. **Retail Industry:** A retail company implements Hyperautomation to streamline its order fulfillment process. The system automatically receives orders, performs inventory checks, initiates shipping, updates the customer, and handles returns, leveraging a combination of Robotic Process Automation (RPA), Artificial Intelligence (AI), and Machine Learning (ML) algorithms.
2. **Supply Chain Management:** End-to-end automation of the supply chain process, including demand forecasting, inventory management, order processing, and logistics optimization. This is achieved by using a combination of AI, ML, and RPA technologies.
3. **Healthcare Industry:** Integrating multiple systems, such as electronic medical records, billing, and appointment scheduling, into a unified automated platform. This platform streamlines patient care, documentation, and administrative processes within the healthcare industry.

What is Hyperautomation?

Why Does Salient Process Practice Hyperautomation?

Salient Process embraces Hyperautomation as it transcends conventional process automation, which typically confines itself to automating isolated tasks or segments of a process. Instead, Hyperautomation adopts a comprehensive perspective, scrutinizing complete business processes from initiation to conclusion. This evaluation encompasses intricate and atypical tasks that are historically challenging to automate. The goal is to discern the most suitable process segments for automation, aligning with an organization's strategic goals. This intricate approach amalgamates diverse technologies, including AI, Workflow, and RPA, culminating in intelligent automation solutions. These solutions harness data to learn and flexibly adapt to evolving business needs.

How Does Salient Process Practice Hyperautomation?

Salient Process, **guided by CEO and Founder Brian French**, is at the forefront of practicing Hyperautomation—a transformative approach redefining how businesses operate. French created the **comprehensive 3-part series** that dives into core concepts and introduces the unique Hyperautomation Loop methodology inspired by Gartner's pioneering work.

This whitepaper takes you on an enlightening journey through **Chapter Two: The Hyperautomation Loop.** Here, we uncover the foundation of this methodology and its essential elements. By going beyond traditional process automation, the Hyperautomation Loop adopts a holistic approach, examining entire business processes to identify optimal areas for automation aligned with strategic objectives.

Salient Process Seven Hyperautomation Capabilities

Salient Process leverages the power of seven key Hyperautomation capabilities to streamline and optimize business processes.
These capabilities include:
- **Process Mapping**
- **Process Mining**
- **Robotic Process Automation (RPA)**
- **Business Automation Workflow (BAW)**
- **Operational Decision Management (ODM)**
- **Document Classification and Data Extraction (Capture)**
- **Enterprise Content Management (ECM)**

Gartner's DigitalOps Toolbox and the seven Hyperautomation capabilities mentioned are closely related as they both focus on enabling organizations to achieve digital operational excellence. While Gartner's DigitalOps Toolbox encompasses a broader set of capabilities and technologies, the seven Hyperautomation capabilities align with specific components within that framework.

02

Chapter Two
The Hyperautomation Loop

- Section One: Key Components
- Section Two: The Nine Steps in the Hyperautomation Loop
- Section Three: The Successes and Challenges
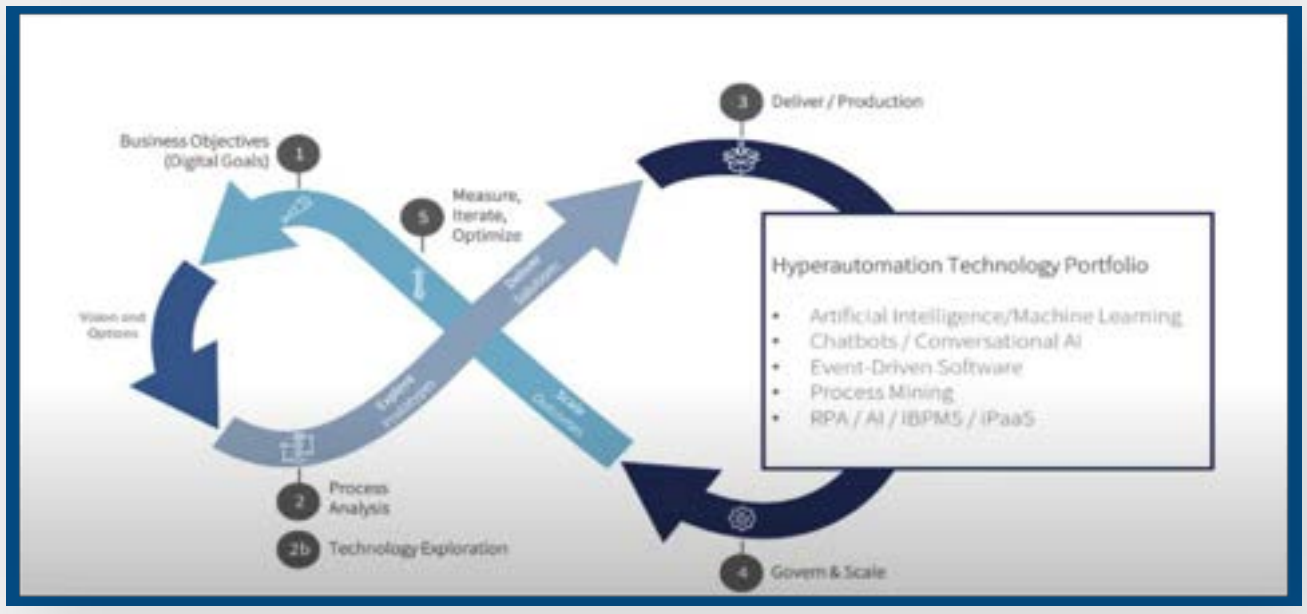
The Hyperautomation Loop

Key Components

Salient Process's Hyperautomation approach can help your business avoid the common mistakes that often arise when attempting to improve process effectiveness and efficiency through automation.

Salient Process redefined **Gartner's** portrayal of the perpetual cycle that companies must engage in to maximize the benefits of automation, introducing Salient's distinctive Hyperautomation Loop. This strategic framework has been empirically demonstrated to elevate operational efficiency, customer contentment, and market competitiveness. Through a thorough immersion into the realms of hyperautomation, coupled with an exploration of the nuances within the Hyperautomation Loop, enterprises stand poised to unleash the potent capabilities of automation, ushering in an era of unparalleled achievements.

Let's look at Chapter Two, Section One: The Hyperautomation Loop.
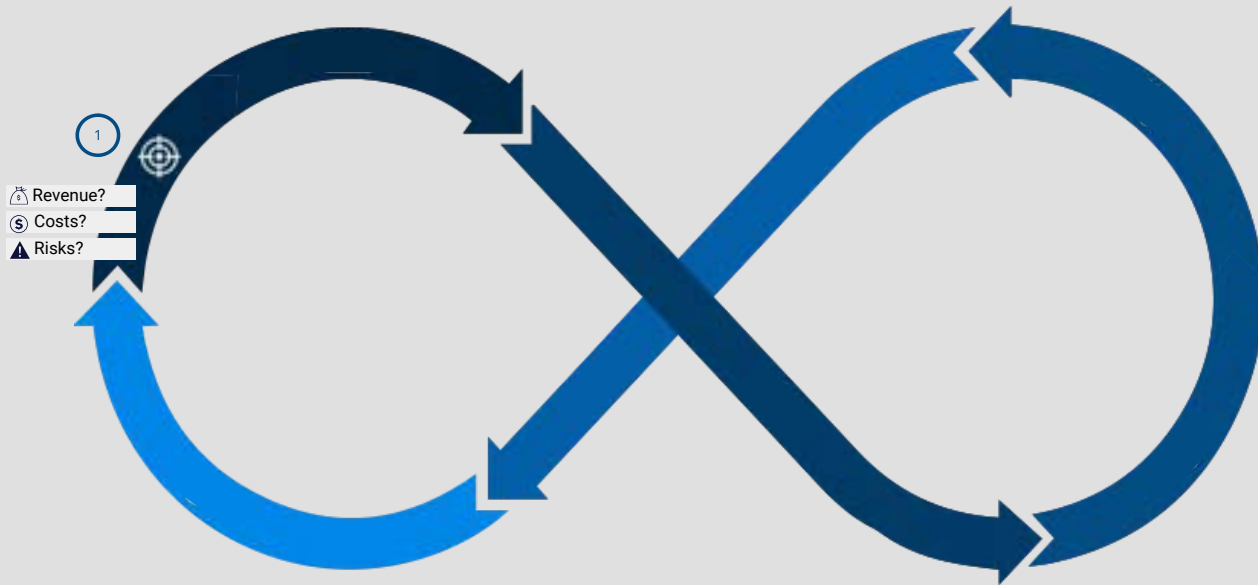
Gartner's Infinite Loop

Salient Process's Hyperautomation Loop

The Nine Steps in the Hyperautomation Loop

1. Define your Business Objectives

What're you looking to achieve? What changes need to be made? What are your digital ambitions?

Is your objective to grow your organization and expand its reach, thereby requiring an increase in revenue? Are you aiming to enhance profitability by optimizing operational efficiency and streamlining processes? Perhaps you seek to decrease costs by improving resource utilization and eliminating inefficiencies. Additionally, mitigating risks and ensuring compliance with regulatory standards might be among your priorities.

Regardless of the specific objectives, it is essential to recognize that defining your business objectives or your "North Star" is the foundational step that drives your digital ambitions. You can effectively establish a strategic roadmap for leveraging digital technologies and automation by clearly articulating and aligning your goals. This enables you to prioritize initiatives, allocate resources, and make informed decisions that support your overarching business objectives.

According to Market Insights Reports on April 25, 2023, the Global Hyperautomation Market is expected to achieve a compound annual growth rate (CAGR) of 12% from 2023 to 2029.

In 2022, Forbes highlighted that expediting digital transformation would emerge as the foremost priority for businesses in 2023.

The Hyperautomation Loop
The Nine Steps in the Hyperautomation Loop

1
- 🎯
- 💰 Revenue?
- Ⓢ Costs?
- ⚠ Risks?

2
- 🚌
- 👤 Design Thinking
- 🎮 What If?
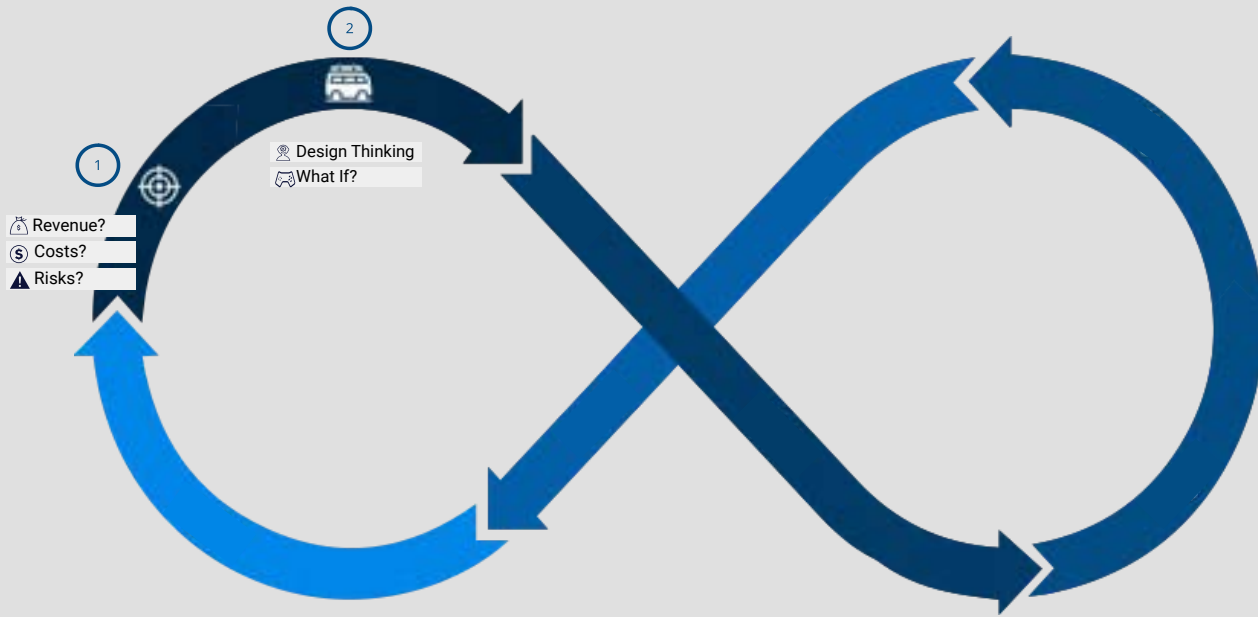
2. Explore / Vision

Once you have defined your business objectives, you can explore and envision the various ways to transform your business while understanding the necessary steps to take with your programs and processes.

A significant portion of these improvements and changes will likely involve automation, given that many tasks and roles have substantial components that can be automated.

However, apart from addressing changes and improvements through automation, you may also consider adopting a more comprehensive approach, such as **design thinking or game theory, to navigate "What-If" scenarios**. This broader perspective lets you assess potential challenges and opportunities, allowing for better decision-making.

Keeping your business objectives in mind is essential throughout this transformative journey. As your vision evolves, you may decide between enhancing existing processes and automating specific aspects of your business or pursuing comprehensive automation across the board. Striking the right balance and aligning with your business objectives will guide you in making informed choices and achieving your desired outcomes.

According to a 2021 Zapier Report

94% of workers say they perform repetitive, time-consuming tasks in their role

9 out of 10 knowledge workers say that automation has improved people's lives in the workplace

99% of SMBs say automation allows their company to compete with larger companies

2 out of 3 knowledge workers say automation has helped them be more productive at work

65% of knowledge workers are less stressed at work because they automate manual tasks

Two-thirds of knowledge workers would recommend automation to other businesses

The Hyperautomation Loop
The Nine Steps in the Hyperautomation Loop

Mine / Discover
Model
Analyze / Simulate

Design Thinking
What If?

Revenue?
Costs?
Risks?
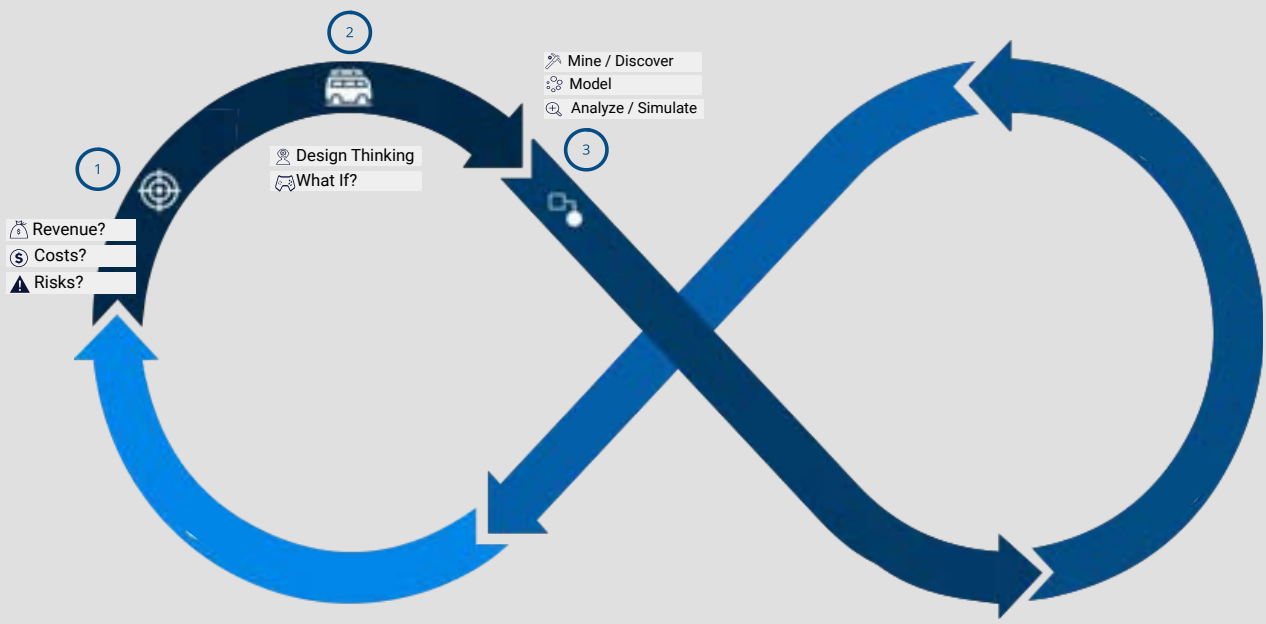
3. Process Analysis

Now that you have defined your objectives and established a vision, it's time to tackle the more complex tasks. Process analysis is essential to ensure your process outcomes align with your business objectives.

To take your process models to the next level, you will need a few key elements:

- **Data Mining and Process Discovery Tools:** These tools are instrumental in uncovering valuable insights from your data and identifying areas for improvement in your processes. This is the perfect place to use **IBM Blueworks Live** and Salient's **Blueworks Insights** to map your processes!
- **Subject Matter Experts (SMEs) and Process Analysts:** Collaborating with SMEs and Process Analysts brings in-depth knowledge and expertise. They can provide the necessary analysis and data of your processes, enabling you to design strategies that align with your digital ambitions.

While automated process mining and discovery tools have advantages, they still require human intervention and analysis. This collaboration with SMEs and Process Analysts fills the gaps and ensures a comprehensive understanding of your processes. During this phase, it's important to note that these tools, *especially* when integrated into an RPA solution, may primarily focus on automating tasks through bots. However, it's crucial to remember that automation is just one piece of the puzzle.
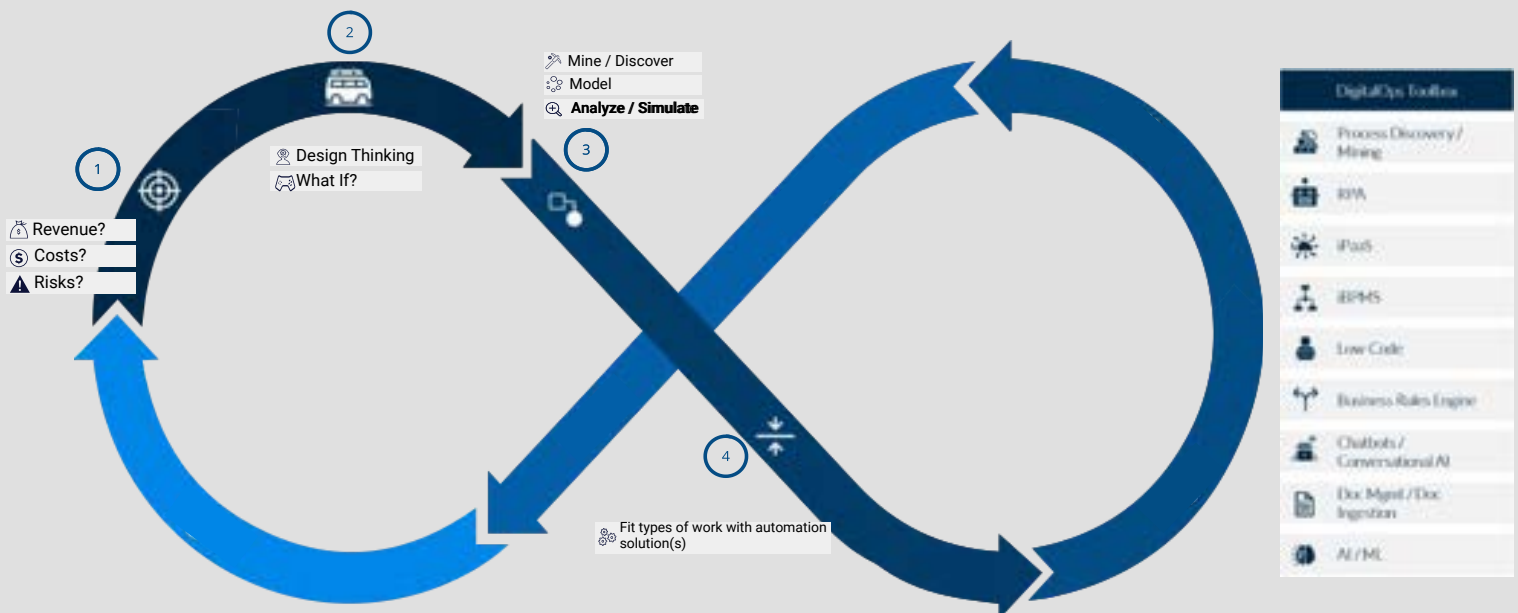
Process Simulation Tool

Additionally, this step provides an opportunity to run simulations and evaluate the impact of process changes. Using Business Compass, you can conduct simulations to assess the effect of process changes and make data-driven decisions. Our innovative tool allows you to simulate process changes and make data-driven decisions. Are you wondering about the impact of implementing a document ingestion engine or automating tasks with bots? **Learn more about Business Compass here.**

The Business Compass simulation engine includes real-time visualization of the simulation running and the ability to select which activities you want to analyze and report on; it considers weekly schedules for the workers and programmed leaves like holidays.
Additionally, we have several dashboards for the visualization of the results.

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The Hyperautomation Loop
The Nine Steps in the Hyperautomation Loop

1
- ⚖ Revenue?
- Ⓢ Costs?
- ⚠ Risks?

2

3
- 🔀 Mine / Discover
- ⚙ Model
- 🔍 **Analyze / Simulate**

- 👤 Design Thinking
- 🎮 What If?

4
- ⚙ Fit types of work with automation solution(s)

DigitalOps Toolbox
- Process Discovery / Mining
- RPA
- iPaaS
- iBPMS
- Low Code
- Business Rules Engine
- Chatbots / Conversational AI
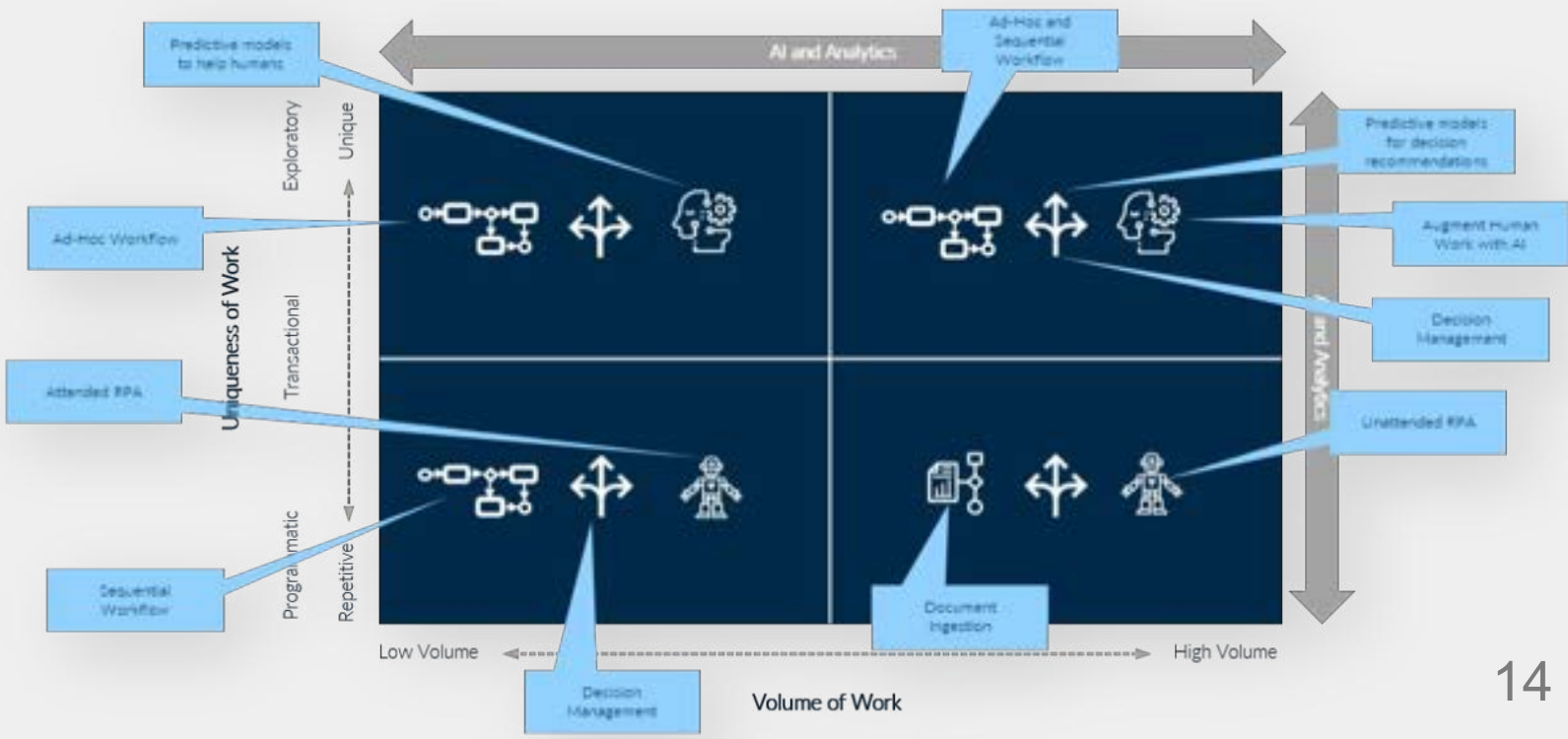- Doc Mgmt / Doc Ingestion
- AI / ML

4. Automation Alignment

To create a comprehensive and practical methodology for automation alignment, Salient Process has developed what we proudly refer to as the Automation Alignment Matrix.
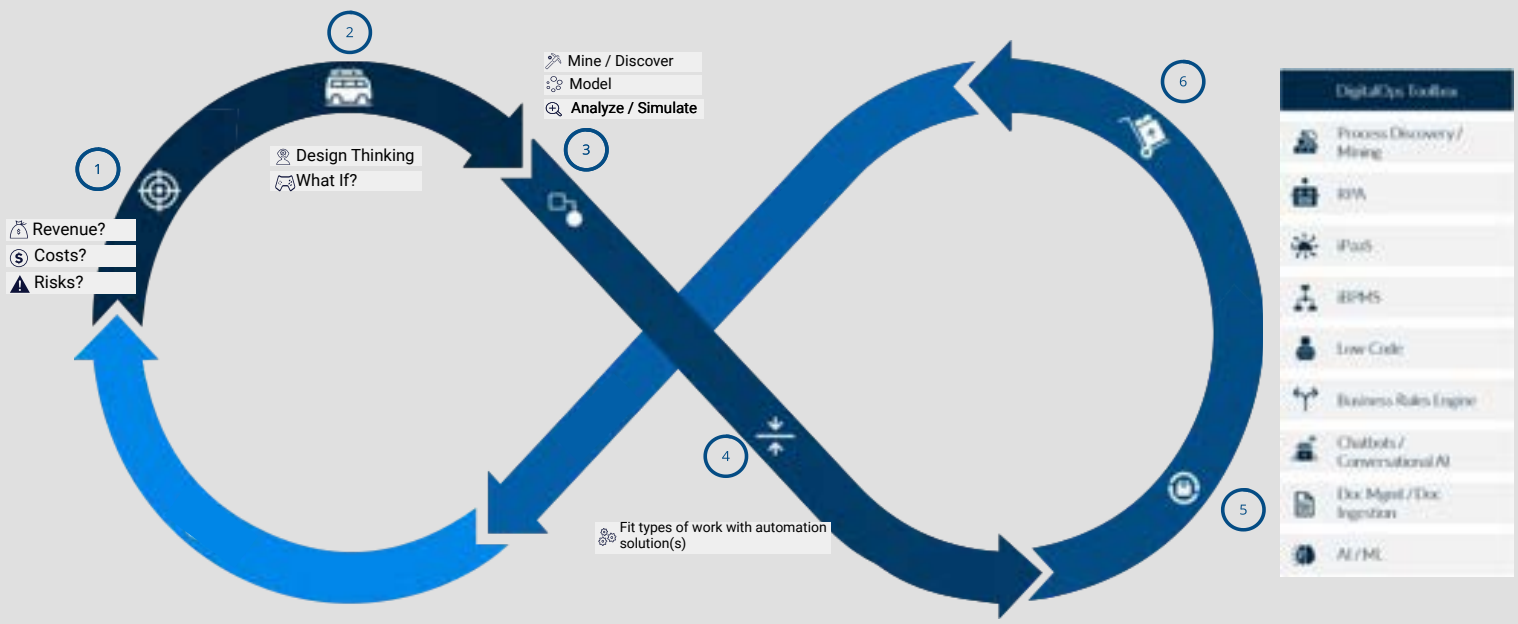
The Automation Alignment Matrix is a robust methodology that leverages the diverse range of automation solutions available within the DigitalOps Toolbox. Businesses can strategically select the most appropriate automation solutions from the DigitalOps Toolbox to address their unique requirements by utilizing the Automation Alignment Matrix.

As we progress through this whitepaper, we will delve deeper into the intricacies of the Automation Alignment Matrix and explore how it integrates with the DigitalOps Toolbox. We will provide detailed insights and guidance on leveraging this methodology and the various tools within the DigitalOps Toolbox to achieve optimal automation alignment within your organization. **Skip here to Chapter Three.**

The Hyperautomation Loop
The Nine Steps in the Hyperautomation Loop

Step 1: Revenue? Costs? Risks?

Step 2: Design Thinking / What If?

Step 3: Mine / Discover, Model, Analyze / Simulate

Step 4: Fit types of work with automation solution(s)

DigitalOps Toolbox: Process Discovery / Mining, RPA, iPaaS, iBPMS, Low Code, Business Rules Engine, Chatbots / Conversational AI, Doc Mgmt / Doc Ingestion, AI / ML

5 & 6. Pilot & Production

When implementing automation solutions and improvements, it's essential to go through a systematic process to ensure that the bots built are efficient, effective, and aligned with the intended goals.
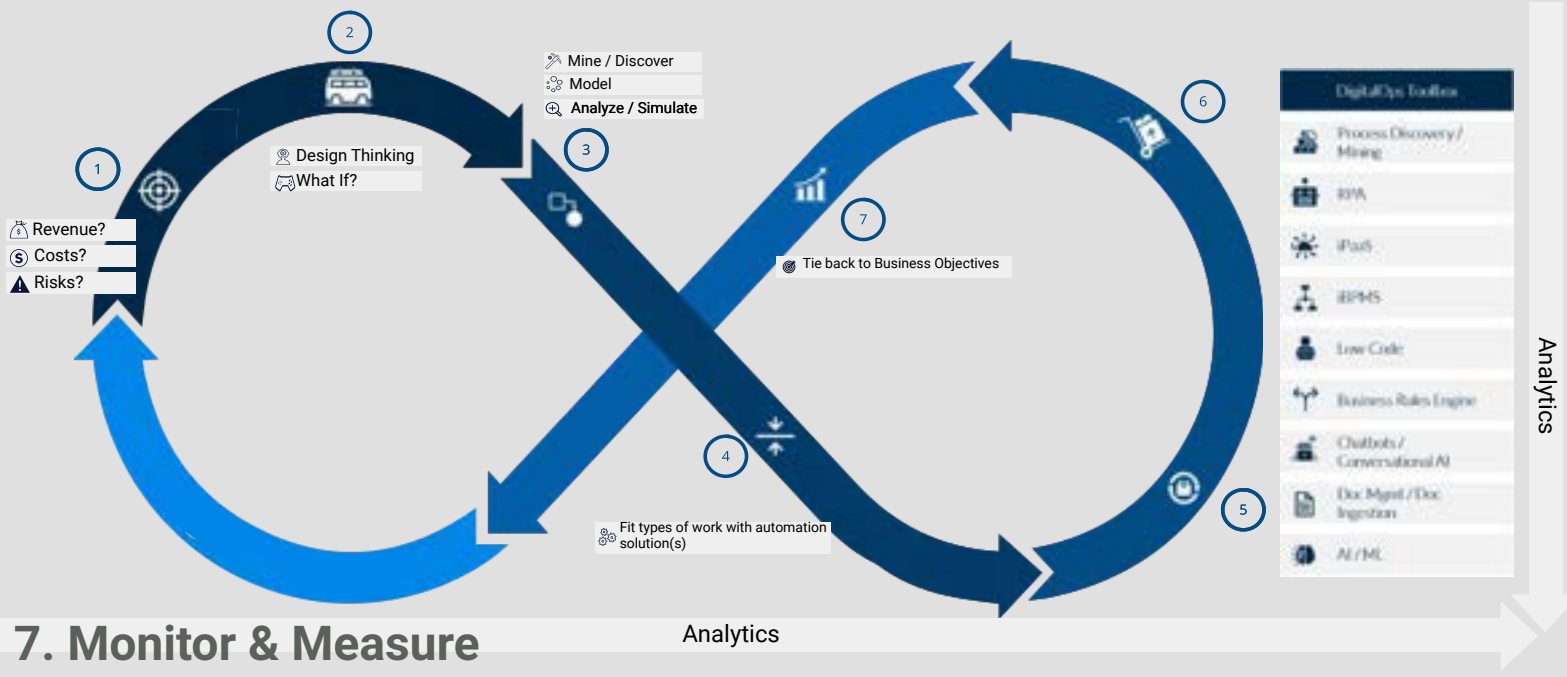
This involves several key activities, including:

- **Building the bots:** This involves developing the automation workflows and coding the bots using the selected automation tool or platform. The bots are built to perform the specific tasks identified in the automation plan.
- **Testing the bots:** The bots must be tested thoroughly to ensure that they are performing as expected and meeting the objectives set out in the automation plan. This involves testing the bots in a controlled environment using test data to simulate real-world scenarios.
- **Fixing bugs and issues:** During the testing phase, any issues or bugs that arise must be addressed and fixed. This can involve re-coding the bots or making changes to the automation workflows.
- **User acceptance testing:** Once the bots have been built and tested, they must be tested by end-users to ensure that they are user-friendly and meet the needs of the business.
- **Launching the bots:** After the bots have been built, tested, and accepted by end-users, they can be launched into production.

Once the automation bots have been built, thoroughly tested, and approved for production, their deployment to the respective environments is the next crucial step. This phase marks when the bots go live and begin executing their designated tasks while continuously enhancing the underlying processes.

The Hyperautomation Loop
The Nine Steps in the Hyperautomation Loop

2

Mine / Discover
Model
Analyze / Simulate

3

1

Design Thinking
What If?

Revenue?
Costs?
Risks?

6

DigitalOps Toolbox

Process Discovery / Mining

RPA

iPaaS

iBPMS

Low Code

Business Rules Engine

Chatbots / Conversational AI

Doc Mgmt / Doc Ingestion

AI / ML

Analytics

7

Tie back to Business Objectives

4

5

Fit types of work with automation solution(s)

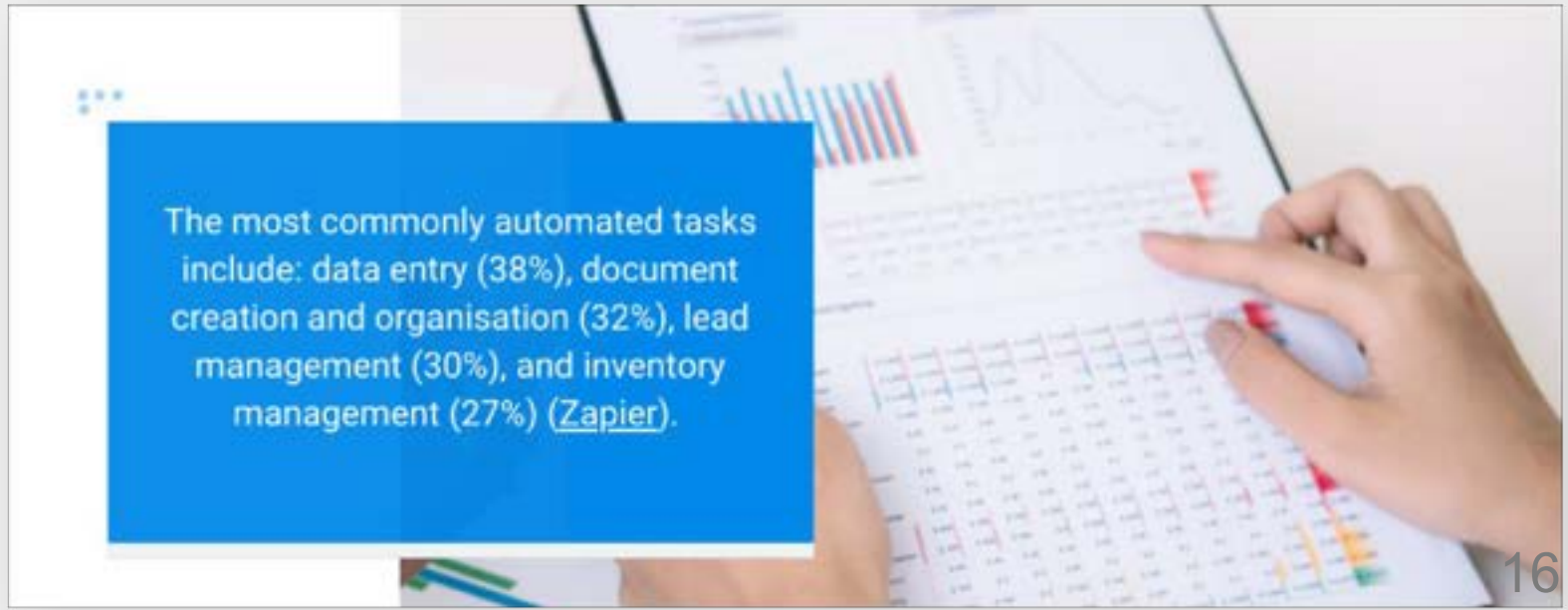## 7. Monitor & Measure

Analytics

Analytics

Monitoring and measuring the changes are crucial aspects that provide valuable insights into your Hyperautomation journey.

These activities enable you to understand your current position and identify opportunities for future growth. Collecting and analyzing data can map your progress and assess if you're moving in the right direction. Analytics play a vital role in tracking your business process execution and measuring the performance of your Hyperautomation program.
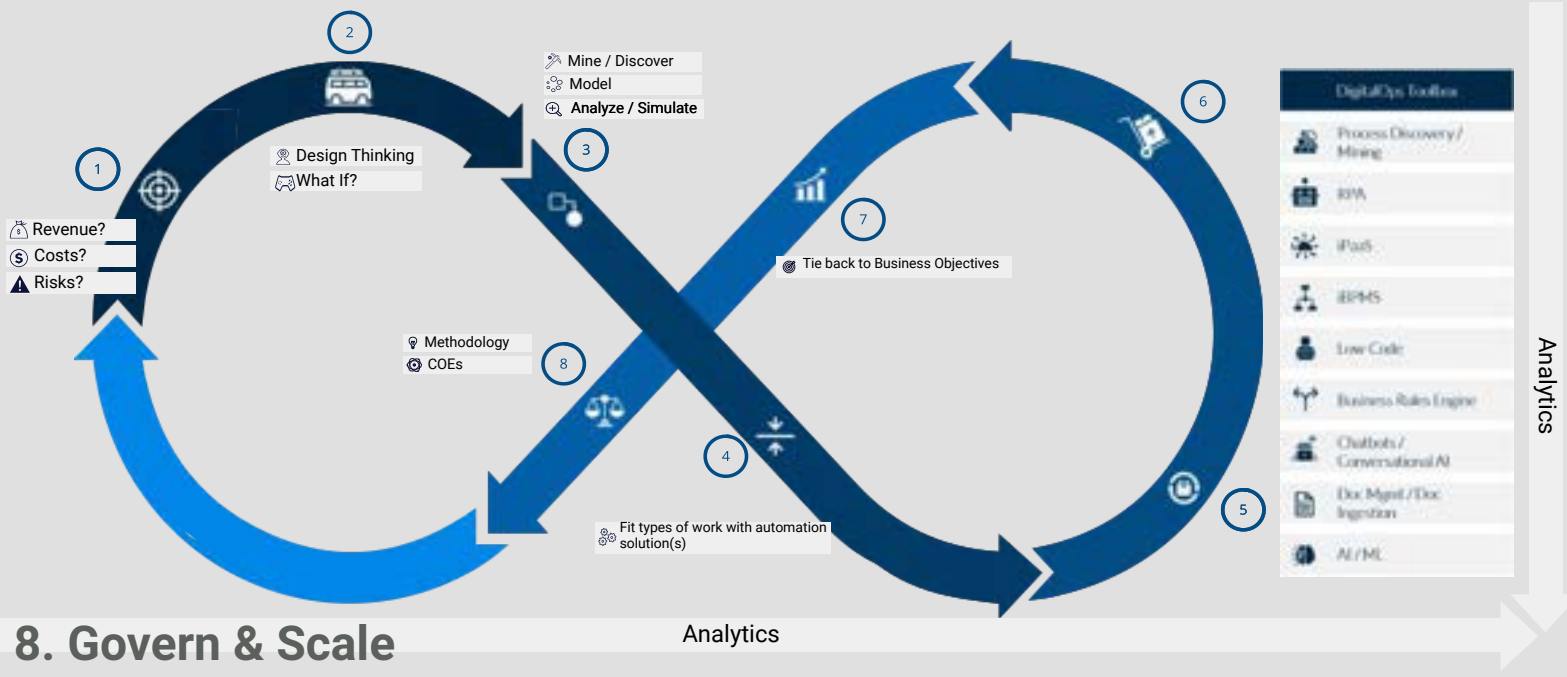
These reports and metrics act as a forecast, indicating whether your process outcomes align with your defined business objectives from **step one**. It is essential to prioritize your business objectives as they are the ultimate focus of your hyperautomation efforts. For instance, if your initial goal was to increase cycle time but encounter regulatory risks, evaluating if the trade-off is genuinely beneficial and considering your second objective of lowering risk is necessary.

If the process outcomes **do not align** with your desired results, revisiting **steps three and four is recommended**. This involves adjusting your processes to ensure they align with and support achieving your business objectives. Remember, the continuous evaluation and refinement of your Hyperautomation journey are vital to realizing the full potential of your digital transformation efforts.

The most commonly automated tasks include: data entry (38%), document creation and organisation (32%), lead management (30%), and inventory management (27%) (Zapier).

The Hyperautomation Loop
The Nine Steps in the Hyperautomation Loop

The Hyperautomation Loop infinity diagram with nine numbered steps:

1. Revenue? / Costs? / Risks?
2. (vehicle icon)
3. Mine / Discover, Model, Analyze / Simulate
   Design Thinking / What If?
4. Fit types of work with automation solution(s)
5. (document icon)
6. (drone icon)
7. Tie back to Business Objectives
8. Methodology / COEs

Analytics

DigitalOps Toolbox:
- Process Discovery / Mining
- RPA
- iPaaS
- iBPMS
- Low Code
- Business Rules Engine
- Chatbots / Conversational AI
- Doc Mgmt / Doc Ingestion
- AI / ML

8. Govern & Scale

As you begin to experience initial success in your Hyperautomation journey, it becomes crucial to govern and scale your program effectively.

With the breadth of tools available in the **DigitalOps Toolbox** and the essential disciplines such as process analysis, it is necessary to incorporate all these elements into your methodologies and Centers of Excellence (COEs).
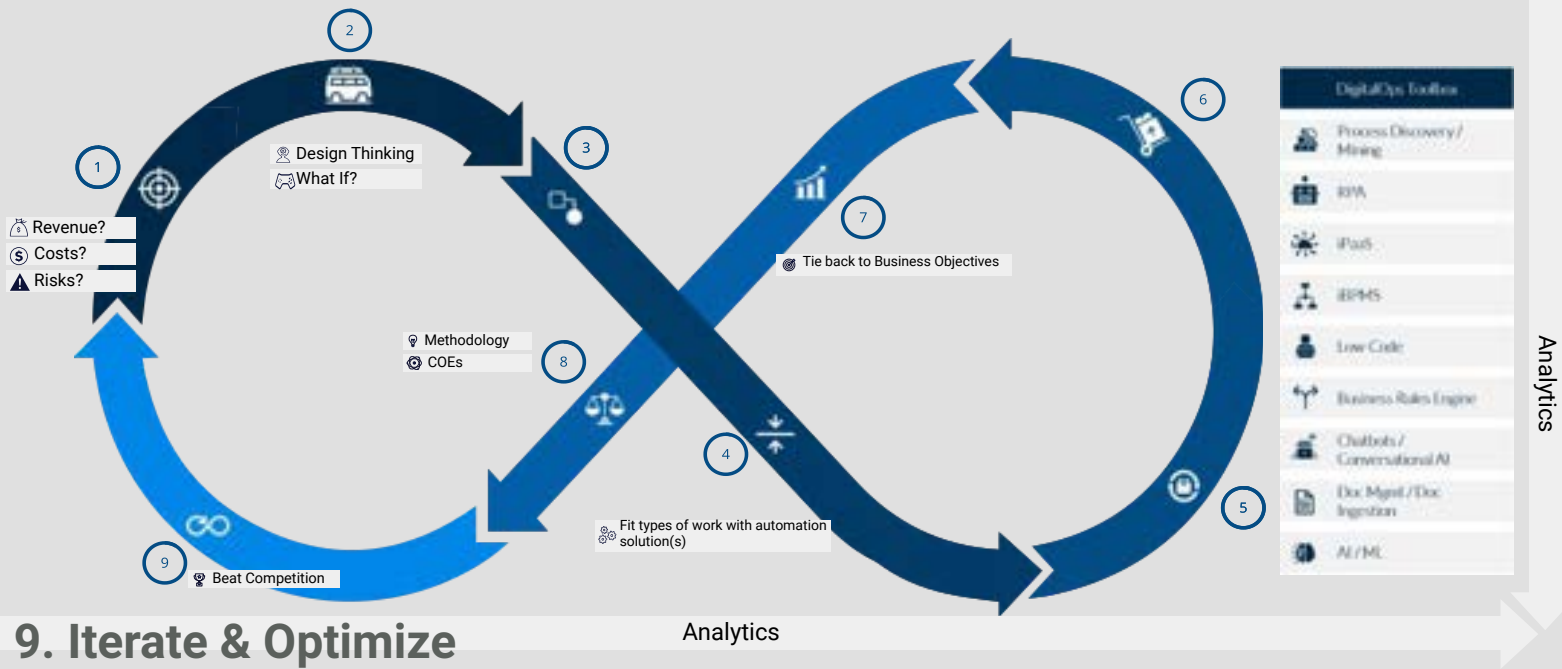

Salient's Advice

We strongly recommend establishing an Automation Center of Excellence (COE) that encompasses multiple COEs specific to the various disciplines required for different DigitalOps capabilities, including process analysis. Attempting to scale with a well-structured COE in place can result in duplicated efforts, clarity, and chaos.

In essence, without a coordinated approach, even if you're automating processes, your company's efficiency will be significantly compromised, putting you at a disadvantage compared to competitors who successfully achieve their business objectives.

Establishing a robust Automation COE will ensure streamlined efforts, harmonized processes, and efficient utilization of resources across your organization. This coordinated approach will enable you to scale your Hyperautomation program effectively and stay ahead in the competitive landscape.

The Hyperautomation Loop
The Nine Steps in the Hyperautomation Loop

1

- Revenue?
- Costs?
- Risks?

2

- Design Thinking
- What If?

3

7 Tie back to Business Objectives

6

DigitalOps Toolbox
- Process Discovery / Mining
- RPA
- iPaaS
- iBPMS
- Low Code
- Business Rules Engine
- Chatbots / Conversational AI
- Doc Mgmt / Doc Ingestion
- AI / ML

Analytics

8

- Methodology
- COEs

4 Fit types of work with automation solution(s)

5

9 Beat Competition

Analytics

9. Iterate & Optimize

In the journey of Hyperautomation, the Iterate and Optimize step plays a pivotal role, symbolized by closing the infinity symbol in our iterative business-driven model. This model represents the constant pursuit of improvement and excellence.

Organizations can consistently enhance their operations and strive towards achieving their business objectives by continuously iterating and optimizing their processes. This approach fosters ongoing improvement and enables organizations to remain agile, swiftly adapting to market conditions, customer demands, and regulatory requirements.

In **Chapter Two, Section Two: RPA Evolution: Task-Based to DigitalOps,** we will explore real-life examples and best practices that can further propel organizations toward operational excellence.

## Why should you automate business processes?

Business process automation can help anyone simplify their business. But, it can be beneficial for those businesses that are struggling with the following challenges:

1. Feeling burnt out by repetitive, time-consuming tasks
2. Having fewer employees than jobs that need to be done
3. Being overwhelmed with work
4. Struggling to keep up with customer relationships as your business grows
5. Having difficulty managing the bigger picture because you're bogged down in the details

Source: https://paperform.co/blog/business-process-automation/

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The Hyperautomation Loop
The Successes and Challenges
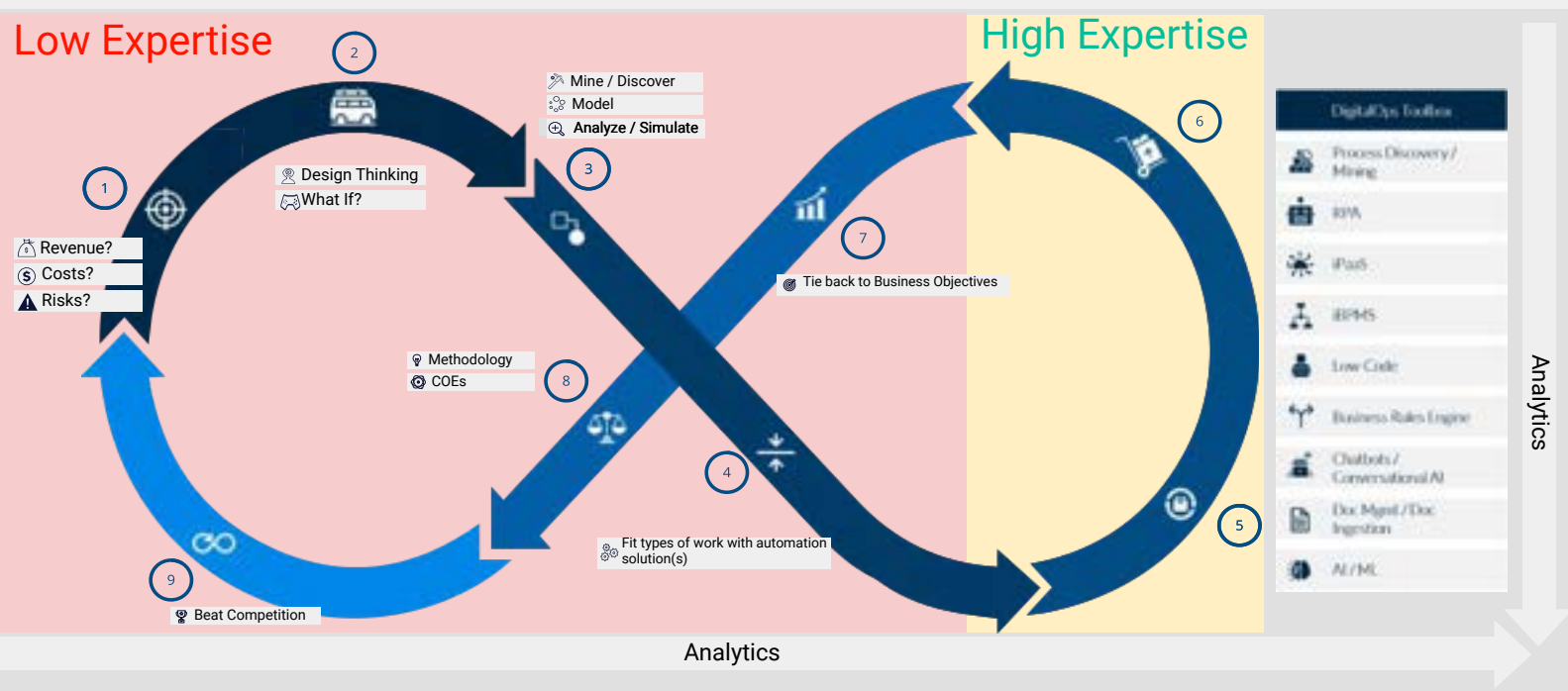
The Successes and Challenges in the Automation Space

Now that we have the Hyperautomation Loop built, let's delve into the Successes and Challenges in the Automation Space.

High Expertise

In this domain, we often witness initial successes with RPA implementations. There is considerable excitement during the implementation phase, but a sense of disappointment quickly follows it due to the lack of knowledge on scaling beyond RPA and progressing towards Hyperautomation. While having **"High Expertise"** on the right side is partially crucial for success, the more significant drivers for success, particularly when moving beyond the initial low-hanging fruit, lie on the left side: **"Low Expertise."**

Low Expertise

Steps One through Four and **Seven through Nine** form the disciplined iterative segment of the infinite loop. These steps involve the most substantial effort and offer the most significant rewards for your endeavors. Linking process outcomes to business objectives and adjusting based on those outcomes is vital to outpacing your competition. To achieve this, a holistic approach to automation is required, and it is essential not to focus solely on the low expertise side. By considering all aspects of the organization, including people, processes, and technology, you can unlock the full potential of hyperautomation and position yourself ahead of the competition.

Chapter Two Conclusion

In Chapter Two, we introduced the concept of Hyperautomation as a business-driven, iterative, and disciplined approach to automation. We emphasized that achieving Hyperautomation goes beyond relying solely on Robotic Process Automation (RPA). We discussed the importance of the DigitalOps Toolbox, which encompasses a wide range of automation solutions, in achieving Hyperautomation. Furthermore, we highlighted the expected pattern of initial success in pilot projects and small departmental deployments, followed by challenges in scaling automation efforts across the organization. We emphasized the need for a rigorous business-driven approach that aligns automation initiatives with defined business objectives.

03

Chapter Three

Scaling Beyond RPA to Hyperautomation

- Section One: Introduction
- Section Two: RPA Evolution: Task-Based to DigitalOps
- Section Three: Gartner's Hyperautomation Spectrum-Modified
- Section Four: The Components of IBM's Digital Business Automation Platform
- Section Five: The Automation Alignment Matrix

Scaling Beyond RPA
Introduction

Understanding the Transition of Moving Beyond RPA

Scaling beyond RPA to Hyperautomation refers to expanding automation capabilities beyond just Robotic Process Automation (RPA) and embracing a broader range of technologies, including Artificial Intelligence (AI), Machine Learning (ML), Business Rules Engines, Low-code/No-code platforms (LCAP), Intelligent Business Process Management Suites (iBPMS), iPaaS, and Chatbots/Conversational AI.

RPA focuses on automating repetitive and rule-based tasks, whereas Hyperautomation encompasses a more comprehensive approach to automation. By scaling beyond RPA to Hyperautomation, organizations can unlock additional benefits and address a broader range of business processes. Scaling beyond RPA to Hyperautomation involves adopting a holistic approach to automation by incorporating a comprehensive set of technologies to automate complex processes, make intelligent decisions, and drive digital transformation across the organization.

The Importance of Scaling Beyond RPA to Hyperautomation

Scaling to Hyperautomation beyond RPA is essential for organizations to unlock greater value and achieve comprehensive automation. Hyperautomation combines advanced technologies like AI, ML, and BPM to enhance efficiency, agility, scalability, decision-making, customer experience, and cost savings. It enables organizations to automate complex processes, respond quickly to change, make data-driven decisions, improve customer satisfaction, and achieve significant operational benefits. Scaling to Hyperautomation expands automation capabilities beyond RPA, empowering organizations for long-term success in the digital era.

Five Reasons Corporations Should Scale Beyond RPA to Hyperautomation

- **The Increasing Complexity of Business Processes:** As organizations operate in a dynamic environment, their processes become more intricate and challenging to manage. Scaling beyond RPA to Hyperautomation acknowledges that RPA alone may not be sufficient to handle these complexities effectively.
- **The Need for Intelligent Decision-Making:** Automation should not be limited to executing predefined tasks but should also incorporate intelligent decision-making capabilities. Hyperautomation integrates advanced technologies like AI and ML to enable automated systems to analyze data, learn from patterns, and make informed decisions.
- **Harnessing the Power of Advanced Technologies:** Hyperautomation leverages advanced technologies such as AI, ML, and Chatbots to automate complex and unstructured processes. These technologies enable organizations to handle data-driven decision-making, natural language processing, and intelligent user interactions.
- **Achieving End-to-End Process Automation:** Rather than focusing on automating individual tasks, Hyperautomation aims to automate entire end-to-end processes. It enables the seamless flow of information across systems and departments, eliminating manual handoffs and reducing errors.
- **Driving Digital Transformation:** Hyperautomation aligns with the broader objective of digital transformation, which involves using technology to improve business processes, enhance customer experiences, and drive competitive advantages. By embracing Hyperautomation, organizations position themselves at the forefront of innovation and efficiency in a digital-first world.

According to a 2023 MarketSplash Report, Only 2% of organizations surveyed have fully modeled all of their processes, yet 62% have managed up to 25%

Scaling Beyond RPA
Introduction

The Ugly Truth Behind RPA

This is a quote from **Elena Christopher, Senior Vice President of HSF Research**. **The critical thing about this quote is the last sentence.** While there is a lot of hype around RPA, we're still not achieving true business transformation with it. However, this should be expected. RPA is Task Automation, not Process Automation.
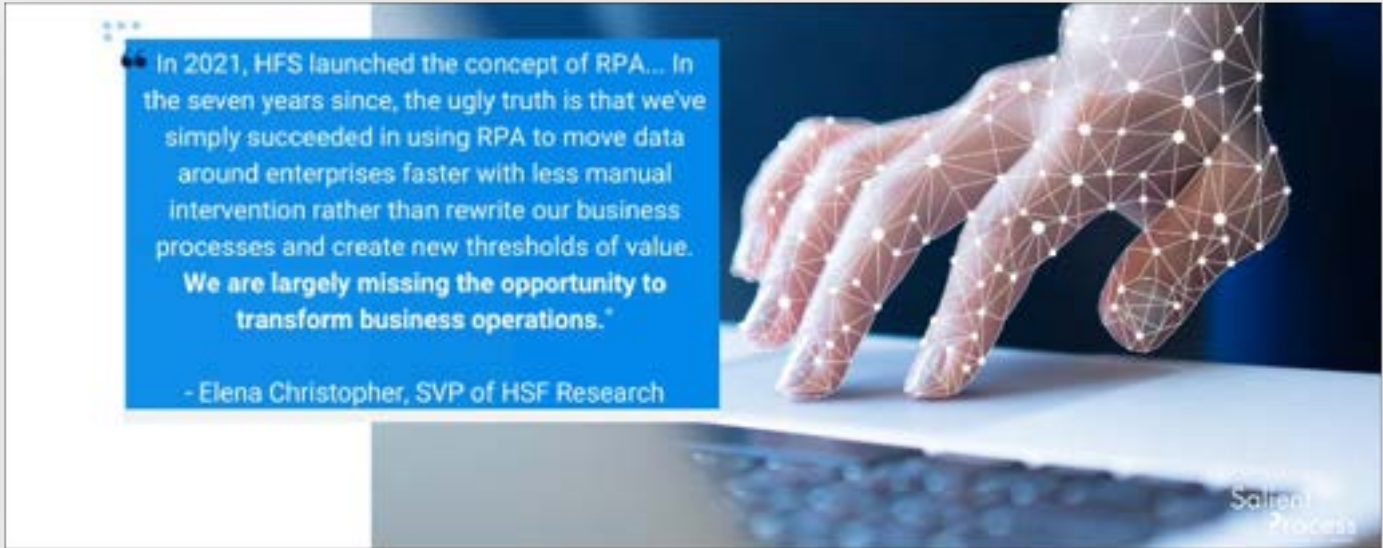
Task Automation vs. Process Automation

Task Automation and Process Automation are two different approaches to automation that organizations can leverage based on their specific needs and objectives.

Explore **Section Three of Chapter Three: " RPA Evolution: Task-Based to DigitalOps."** We will unpack the difference between Stand Alone RPA and Complemented RPA, arrive at the DigitalOps Toolbox, and identify the various components.

Scaling Beyond RPA
RPA Evolution: Task-Based to DigitalOps

Complemented RPA (CoRPA)
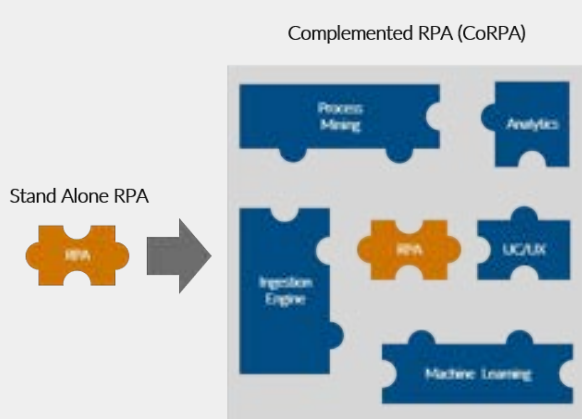
Stand Alone RPA

Stand Alone RPA

Most companies today rely on **"Stand Alone RPA"** solutions for their automation needs. These tools have been instrumental in streamlining and automating specific tasks and processes. However, since 2019, vendors in the automation space have recognized the limitations of Standalone RPA and have begun to envision a more comprehensive approach known as **"Complemented RPA."**

Complemented RPA (CoRPA)

Integration of additional technologies, encompassing artificial intelligence, machine learning, business process management, and low-code/no-code platforms. This approach enhances automation capabilities.

However, it's important to distinguish that Complemented RPA is distinct from being synonymous with Hyperautomation. For a comprehensive understanding of automation tools and methods, let's delve into Gartner's DigitalOps Toolbox, slightly refined by us. This framework offers a holistic view of the essential technologies and platforms that empower organizations to achieve the ultimate level of Hyperautomation.

DigitalOps Technology ToolBox

DigitalOps Technology Toolbox

- **Process Intelligence** combines data mining, process discovery, and process analysis. It enables organizations to gain insights into their processes, identify bottlenecks, and make data-driven decisions for process improvement.
- **Document Ingestion** is a crucial component that addresses the ingestion and digital processing of physical and digital documents in various business processes. Organizations can streamline their operations and accommodate automation by automating the ingestion process.
- **User/Customer Experience (UX/CX)** is an essential aspect that needs to be considered alongside automation efforts. It ensures that organizations do not compromise on delivering a positive and seamless experience for their users and customers while achieving automation efficiency.
- **Analytics and Machine Learning** are applied across all the tools above, enabling organizations to leverage data-driven insights and intelligent algorithms to optimize processes and make informed decisions.

- **Intelligent Business Process Management Suite (iBPMS)** serves as the comprehensive platform for process execution and orchestration. Especially for complex processes, using an iBPMS engine is crucial for efficient management and automation.
- **Decision Modeling** involves modeling and automating decisions to ensure organizations are moving in the right direction and making accurate decisions at digital speed. As the digital landscape evolves, making informed decisions quickly becomes increasingly essential.
- **iPaaS (Integration Platform as a Service)** is an integration platform that enables seamless integration across heterogeneous systems. It facilitates the smooth flow of data and information between different applications and systems, supporting efficient automation and data exchange.


DigitalOps Technology Toolbox
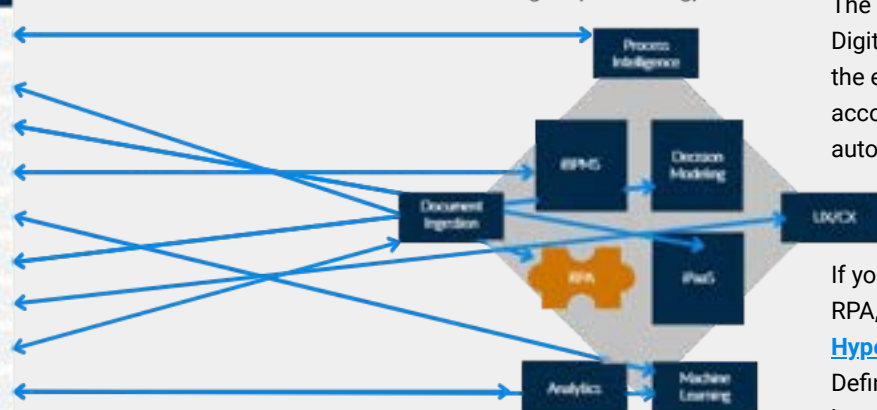
The combined components comprise the DigitalOps Toolbox, equipping organizations with the essential solutions and capabilities to accomplish Hyperautomation and propel their automation initiatives toward success.

If you aim to scale your automation efforts beyond RPA, focus on **Steps One through Three of the Hyperautomation Loop.**
Defining the scope of your automation is crucial based on your digital ambitions.

Scaling Beyond RPA
Gartner's Hyperautomation Spectrum
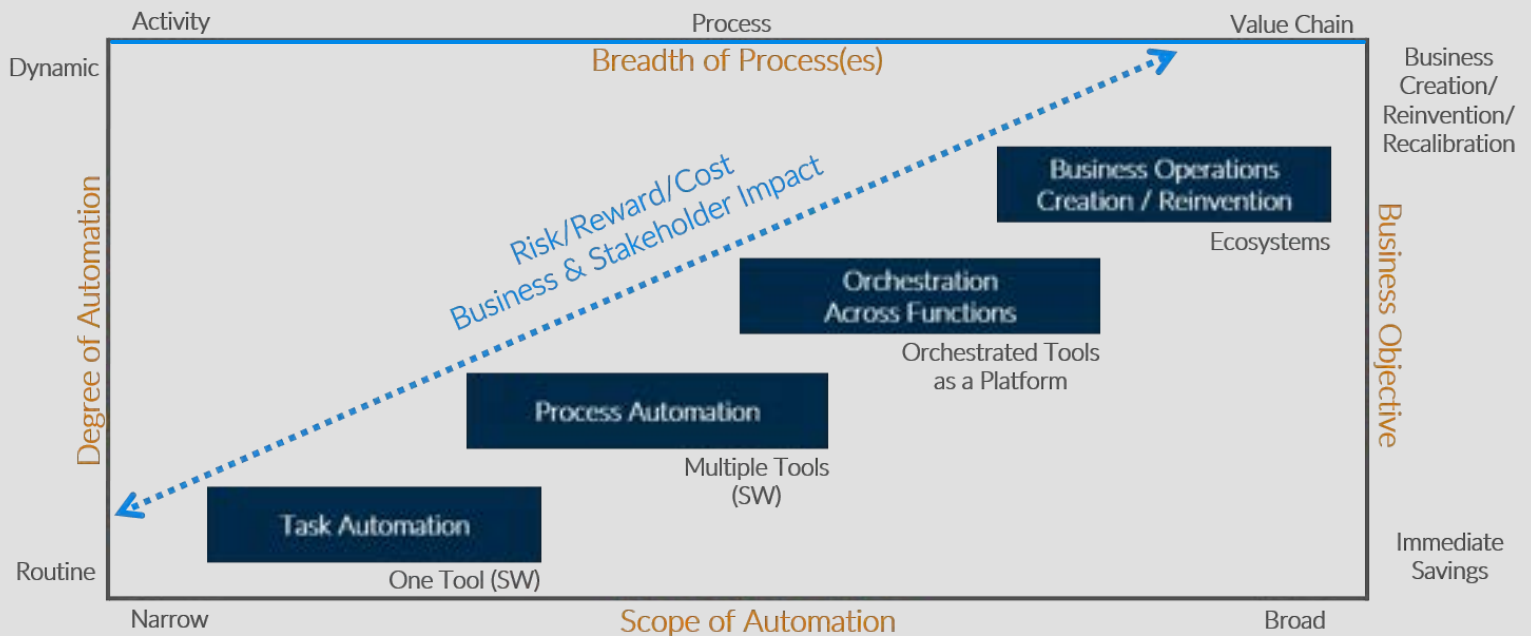
Understanding the Spectrum

Gartner's Hyperautomation Spectrum provides valuable insights into the role of RPA in achieving digital ambitions and the need for additional automation.

Four different axes define the Spectrum:

- **Business Objectives** (Right Axis): Ranging from "Immediate Savings" to "Business Creation/Reinvention/Recalibration"
- **Degree of Automation** (Left Axis): Spanning from "Routine" to "Dynamic"
- **Scope of Automation** (Bottom Axis): Ranging from "Narrow" to "Broad"
- **Breadth of Process(es)** (Top Axis): Highlighting Salient Process's Contribution covered, from single activities ("Activity") to "Process" or multiple processes to "Value Chain."

This comprehensive matrix underscores the importance of considering the diverse range of tools available in Hyperautomation to meet your business objectives effectively.

Now, let's visualize the progression from the lower left-hand corner to the upper right-hand corner of the matrix:

- Risk, Reward, Cost, and Business Impact (dotted blue line) gradually increase.
- The lower left-hand area represents the significantly low levels.
- The convergence of the Breadth of Process and Business Objectives in the upper right-hand corner signifies high levels.

Based on this spectrum, as discussed in **Chapter Two: The Hyperautomation Loop,** starting with your business objectives is crucial. They will guide in determining the level of Hyperautomation to aim for.

Define your Spectrum Destination

- **Task Automation**: If your primary focus is immediate cost savings and minimal changes to your business operations, Task Automation is the ideal solution. It is well-suited for predictable and repetitive tasks.
- **Process Automation:** For those who aim to go beyond routine automation and cost savings but **do not** have a digital ambition of business transformation, Process Automation is a suitable level on the spectrum.
- **Orchestration Across Functions** and **Business Operations, Creation, and Reinvention:** If your goal is to transform your business, you must go for higher levels such as Orchestration Across Functions and Business Operations, Creation, and Reinvention.

 Now that you clearly understand your desired destination within the Hyperautomation Spectrum, it's time to explore which solutions in the DigitalOps Technology ToolBox align with each level.

Scaling Beyond RPA
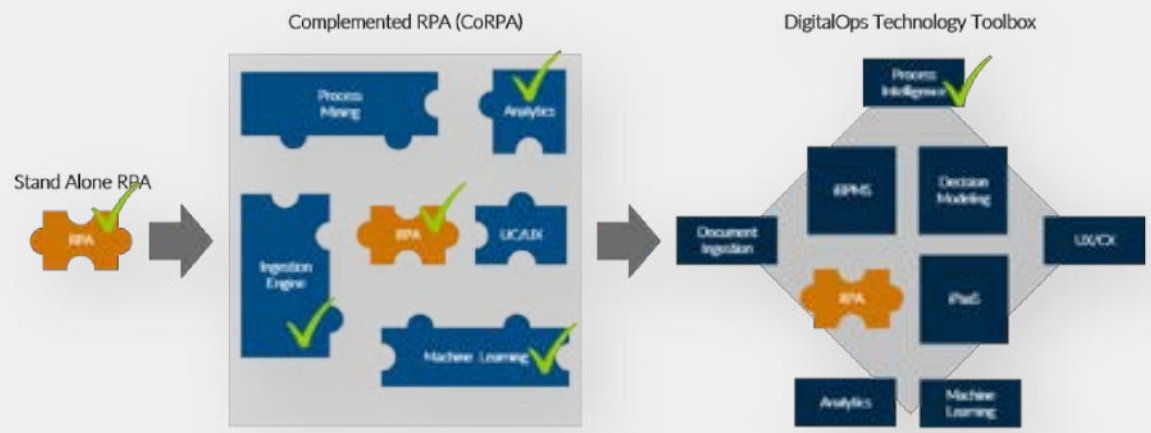## Gartner's Hyperautomation Spectrum
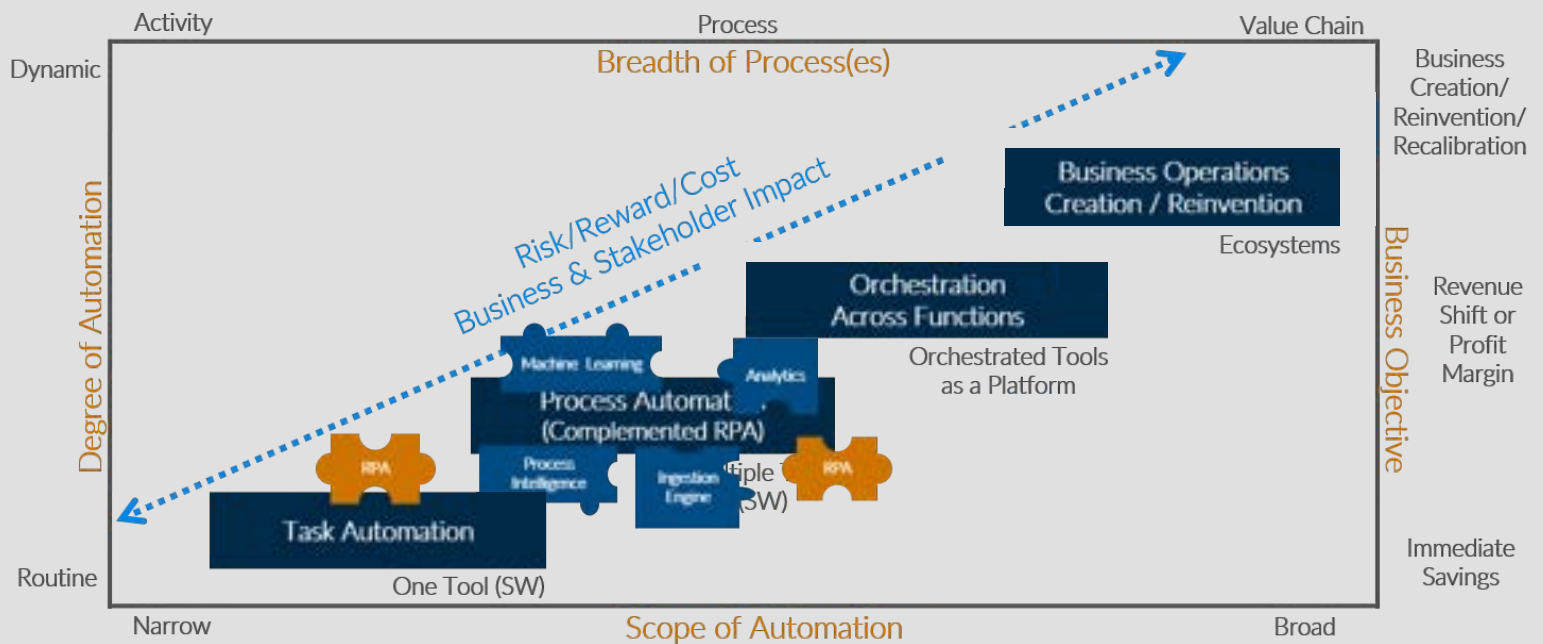
DigitalOps Technology ToolBox Placements

We will start in the lower left-hand corner and work our way diagonally across the spectrum to the upper right.

Task Automation: Task Automation, explicitly referring to RPA (Robotic Process Automation), is highly effective in automating routine and repetitive tasks. It offers immediate cost savings and a favorable return on investment. However, it is important to consider the **limitations of RPA highlighted by HFS research**. RPA primarily focuses on accelerating data movement rather than transforming processes. Its position in the Hyperautomation Spectrum shows that RPA is the furthest from the upper right-hand corner where business and process reinvention occurs. Therefore, as a standalone automation tool, Task Automation (RPA) has limited transformative potential for your business.

Process Automation: Process Automation, incorporating Complemented RPA, represents a significant step in your automation journey. By incorporating Process Intelligence into the mix, you gain the capability to delve deeper into your processes, analyzing them extensively to identify specific areas where automation can be applied. This level of scrutiny allows you to understand the potential impact of automation on your overall processes, enabling you to make informed decisions.

However, it's crucial to acknowledge that Complemented RPA *does have its limitations.* It excels in handling simpler processes within a single function and does not involve intricate cross-functional operations. Additionally, advanced orchestration requirements may exceed the capabilities of Complemented RPA. Therefore, while Complemented RPA is a valuable tool, it's essential to recognize its scope and explore other automation options when faced with more complex process challenges.

Scaling Beyond RPA
## *Gartner's Hyperautomation Spectrum*
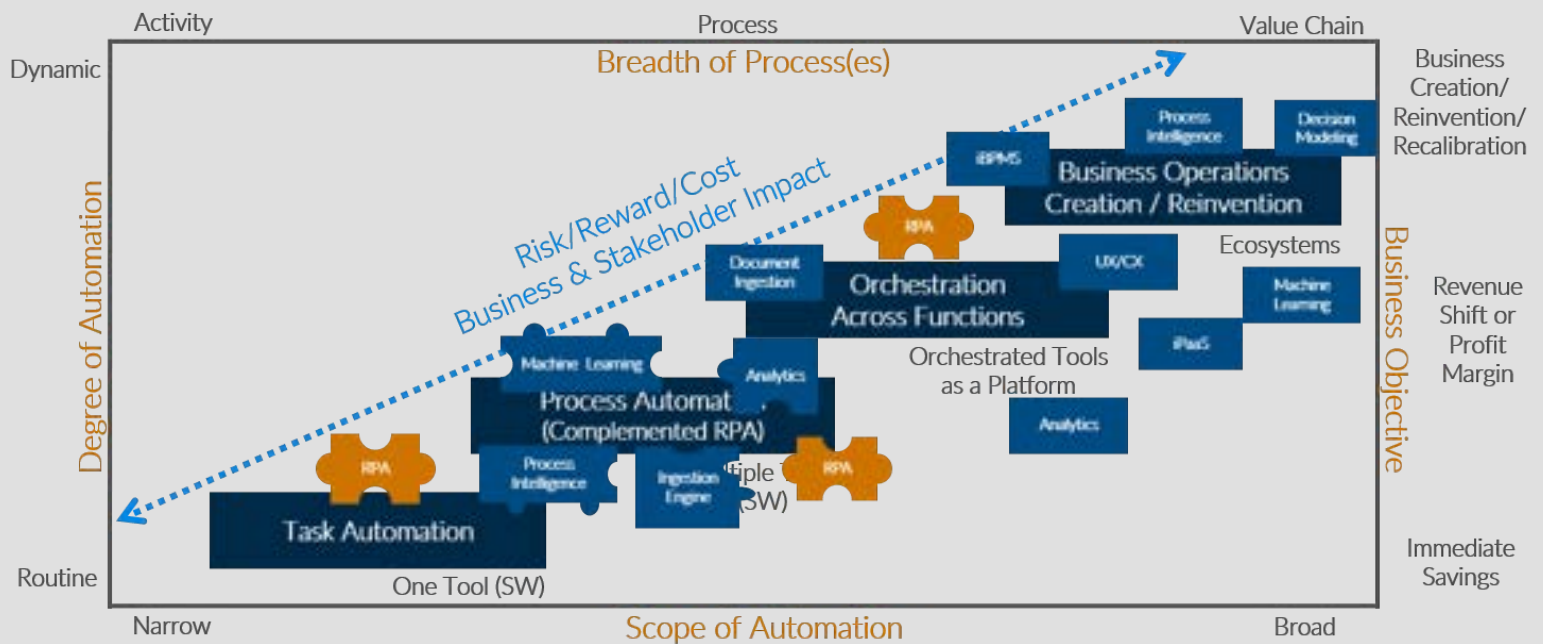
DigitalOps Technology ToolBox Placements

We will start in the lower left-hand corner and work our way diagonally across the spectrum to the upper right.

Orchestration Across Functions and Business Operations, Creation, or Reinvention: When we delve into Orchestration Across Functions and Business Operations, Creation, or Reinvention, we enter the domain of more complex and sophisticated processes. This is where the real transformative work of reshaping processes and businesses occurs. While RPA still has a role, it becomes a minor component in this context. The focus shifts to identifying the most suitable automation tools for each type of work within your processes.

Rather than relying solely on RPA, you must consider a broader range of automation options. RPA is one possibility among many for completing specific tasks within your overall process flow. The key is aligning the automation tool with the nature of the work at hand. Sometimes, RPA will be the right choice, but other devices will often better suit the job. Ultimately, your selection should be driven by your business objectives.
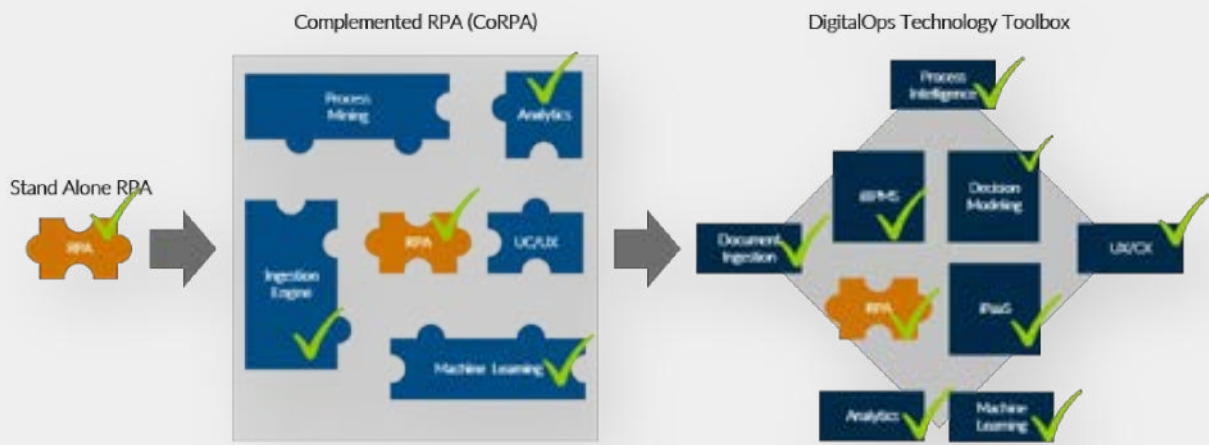
Referencing the Hyperautomation Loop

Now that you understand the necessary tools based on your objectives, you can delve into the details and determine the most suitable automation fit for each activity within a process. At this stage, you are focused on the context of an action within a single process, analyzing the type of work being performed. This analysis will guide you in selecting the most appropriate automation tool to meet your business needs. This process aligns with **Step Four of the Hyperautomation Loop, the Automation Alignment Matrix.**

Scaling Beyond RPA
Digital Business Automation Components

Before understanding the Automation Alignment Matrix, let's explore the components of **IBM's Digital Business Automation (DBA)** Platform. IBM has consolidated various products to create a comprehensive platform now known as **IBM Cloud Pak for Business Automation.**
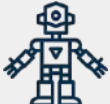
In the Automation Alignment Matrix, you will notice the same icons representing IBM's DBA components, which are at the forefront of our expertise as an IBM partner.
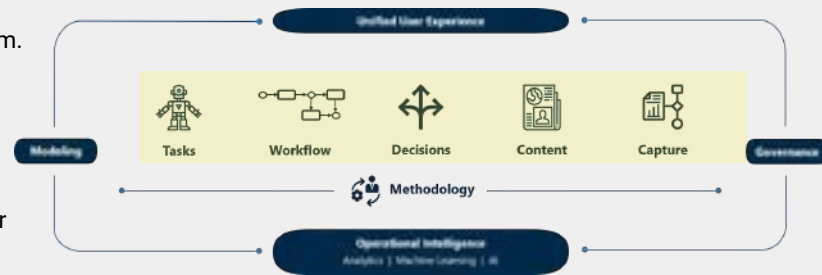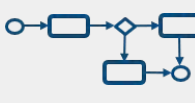

DBA = Digital Business Automation

Digital Business Automation (DBA) uses technology, software, and tools to automate and streamline an organization's business processes, tasks, and activities. DBA aims to improve efficiency, reduce manual effort, eliminate errors, and increase productivity by automating repetitive and rule-based tasks. It encompasses a range of activities, including process automation, decision automation, content management, data capture, and workflow.

RPA = Robotic Process Automation

Robotic Process Automation is a valuable tool designed to automate repetitive tasks humans perform. It aims to streamline mundane work, eliminate copy-and-paste and data entry errors, and liberate employees' time for more valuable activities. In essence, RPA mimics the interactions of a human with their operating system.

BAW = Business Automation Workflow

Business Automation Workflow, is a powerful tool that enables the modeling, automation, modification, monitoring, and optimization of core business processes. It aims to enhance consistency, improve productivity, and facilitate straight-through processing. BAW combines two components: *Business Process Manager (BPM)* and *IBM Case Manager (ICM)*.
BAW = BPM + ICM
In the past, BPM was used for predictable and structured processes performed by clerical workers, while ICM was designed for unpredictable and unstructured processes carried out by knowledge workers. However, partitioning these products revealed that they should not be separated because there is significant overlap and fluidity between structured and unstructured processes.

ODM = Operational Decision Management

Operational Decision Manager is a powerful tool designed to capture, automate, and manage business rules effectively. Its primary goal is to facilitate rapid adaptation to changes, enhance decision consistency, improve audibility, and enable real-time detection of problem situations. By utilizing ODM, organizations can execute complex rule sets with remarkable speed.

ECM = Enterprise Content Management

ECM is a suite of tools that enables secure and compliant management of various types of content. It facilitates quick access to content and integration with digital business applications and aids in governance and compliance management. This suite comprises multiple products such as IBM FileNet, IBM Content Manager, IBM Content Collector, IBM Enterprise Records, IBM Content Classification, and IBM Watson Explorer. Each of these products plays a role in handling content in different ways.

Capture Automation

Data Capture, a non-acronymic component, is a part of the DBA portfolio. While it exists separately from the ECM umbrella, it is closely integrated with ECM as the ultimate destination for ingesting documents. Since many operations involve content-related tasks such as processing incoming documents or fulfilling client requests for specific documents, ECM was included in the platform to cater to these needs.

It is worth noting that DBA provides a comprehensive solution with all the necessary components, empowering you to accomplish tasks efficiently while maintaining agility. With the IBM Digital Business Automation platform, you can automate your operations seamlessly without any trade-offs in terms of speed or functionality. In the next section, we will put the components of IBM's DBA platform in the Automation Alignment Matrix.

Scaling Beyond RPA
The Automation Alignment Matrix

In this section, we will walk through Salient's Automation Alignment Matrix

This matrix consists of two axes:
- **Volume of Work** (X-Axis): Ranging from "Low to High Volume"

- **Uniqueness of Work** (Y-Axis): Spanning from "Repetitive" to Unique" and "Programmatic to Transactional to Exploratory"
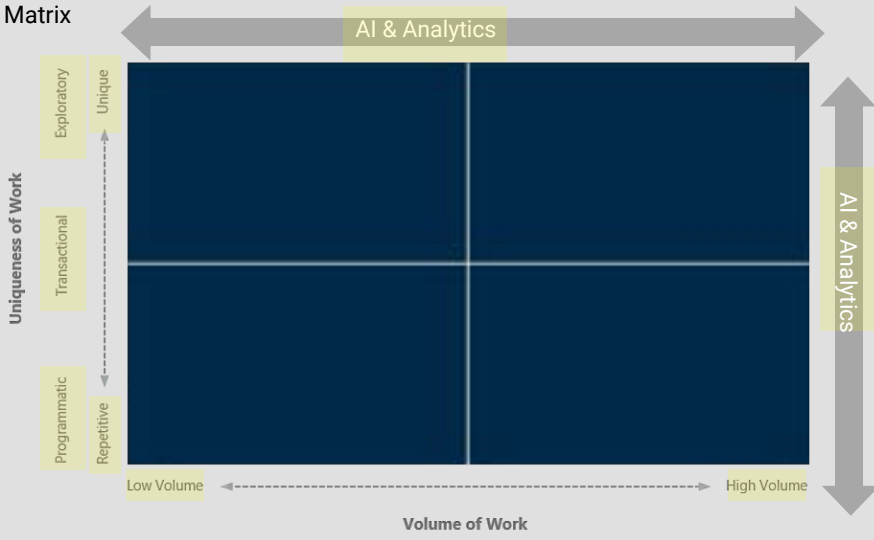
Let's clarify some definitions along the X-axis:
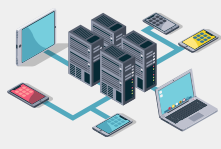
Programmatic

Programmatic work refers to tasks or processes where almost every aspect can be precisely defined and designed in advance. Automation plays a significant role in this type of work, and a large portion of the work can be automated. An example of programmatic work is automated software testing, where precise test cases and expected outcomes are defined in advance, and automation tools execute the tests.

Transactional

Transactional work involves tasks, decisions, and the overall workflow that can be planned and designed beforehand. However, specific tasks within the process require human judgment and expertise. Human intervention is needed to ensure work's smooth progression and apply contextual knowledge where necessary. An example of transactional work is processing customer orders in an e-commerce system, where the tasks involve receiving, verifying, and fulfilling orders according to predefined business rules and procedures.

Exploratory

Exploratory work involves exploring possibilities without predefined tasks or decisions. It encourages creativity and flexibility, offering a dynamic experience for participants and customers. An example of exploratory work is conducting market research to identify new business opportunities. The process involves exploring different markets, customer segments, and product ideas to discover untapped potential. It requires an open mindset, adaptability, and the ability to navigate uncertainties.

In this process, it's essential to recognize the significant role of AI and the criticality of monitoring outcomes. By carefully analyzing the nature of work at each activity or task and overlaying it onto the matrix, you can determine the most effective automation approach that aligns with your digital ambitions.

Referencing the Hyperautomation Loop

To effectively utilize the matrix, conducting a thorough analysis of your process is crucial. This aligns with **Step 3 of the Hyperautomation Loop, known as Process Analysis.** Evaluate the nature of work performed at each activity or task within the process. Then, overlay this work type onto the matrix to determine the most suitable automation approach that aligns with your digital ambition.

Keeping your digital ambition and business objectives in focus is vital. Every decision and action should be driven toward achieving these objectives. While we offer a high-level overview here, comprehensive guidance on leveraging our Automation Alignment Matrix can be found in our other blogs and presentations. Please refer to our dedicated **Automation Alignment Matrix blog for more detailed information.**

Now, let's explore specific examples that illustrate how different work types align with suitable automation solutions.

Scaling Beyond RPA
The Automation Alignment Matrix
The Type of Automation that Aligns with Different Types of Work

1: High-Volume and Repetitive Tasks

Quadrant One focuses explicitly on work characterized by High-Volume and Repetitive Tasks. In this scenario, Unattended RPA is an ideal solution.

However, other tools such as Decision Management, Intelligent Capture, or Document Ingestion may also be applicable depending on the nature of the tasks.

The primary objective in this quadrant is achieving straight-through processing, streamlining, and automating the workflow without human intervention.

Attended RPA

This Robotic Process Automation (RPA) mode works alongside humans, providing support and automation to help them with their tasks. Attended RPA bots assist users by interacting with applications, retrieving data, and performing actions based on user input. They work together with humans to improve productivity and efficiency.

- **Call Center Support:** Bots assist agents in real time during customer interactions.
- **Personalized Customer Service:** Bots analyze customer data to provide customized recommendations.
- **Sales Support:** Bots automate repetitive tasks, freeing up sales reps for customer engagement

Unattended RPA

In this mode, RPA bots work on their own without human interaction. They can perform tasks autonomously, such as accessing systems, processing data, and executing processes. Unattended RPA bots are typically used for repetitive tasks that can be fully automated and don't require human intervention.

- **Data Entry and Migration:** Bots extract, validate, and transfer data between systems.
- **Report Generation and Distribution:** Bots gather data, generate reports, and distribute them.
- **Invoice Processing:** Bots scan and extract data and update financial systems.

2: Low-Volume and Repetitive Tasks

In Quadrant Two, we encounter work characterized by a Low Volume but High Repetition. This work pattern is best addressed through sequential Workflow or process execution engines. Sequential Workflow allows for the automation of tasks step-by-step, ensuring that each step is completed before moving on to the next. While the Low Volume of this type of work suggests that human interaction may be required to handle exceptions or make critical decisions, workflow automation still plays a significant role.

In this scenario, Attended RPA can also be utilized, where a human user oversees and guides the execution of the automation. This allows for flexibility and human judgment in handling exceptional cases. Ultimately, the choice between Sequential Workflow and Attended RPA depends on the specific requirements and characteristics of the tasks at hand. Considering exception handling, decision-making, and resource allocation is essential to determine the most effective automation approach for Low-Volume, highly repetitive work.

Top 3 High-Volume, Repetitive Tasks Companies Should Automate

- **Data Entry:** Automating data entry tasks can significantly reduce errors and save time on manual input, improving data accuracy and employee productivity.
- **Invoice Processing:** Automating the processing of invoices can streamline the entire workflow, from data extraction to validation and entry, reducing processing time, improving accuracy, and increasing efficiency.
- **Order Processing:** Automating the order processing workflow can accelerate the fulfillment process, reduce errors, and provide better visibility into the status of customer orders, resulting in improved customer satisfaction and operational efficiency.

The Type of Automation that Aligns with Different Types of Work
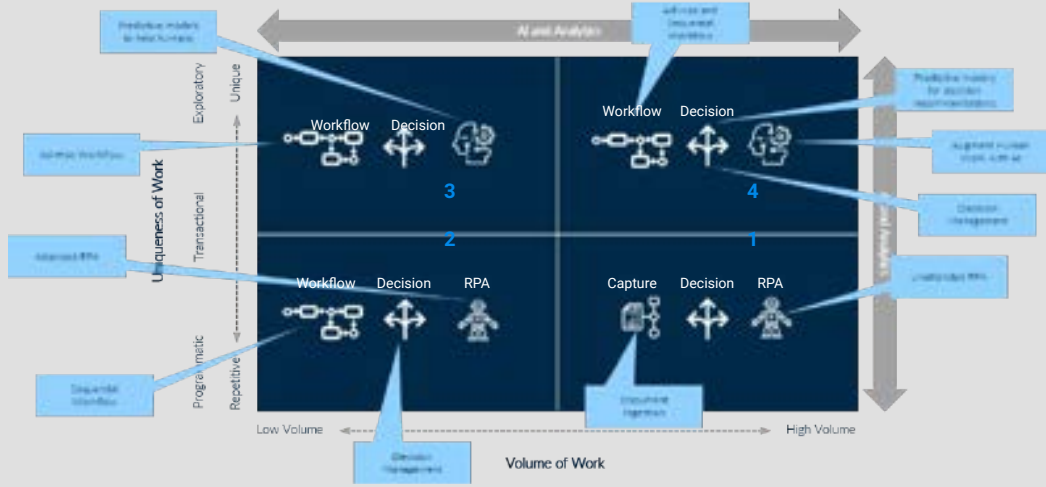
3: Low-Volume and Unique/Exploratory Tasks

As we move into the upper left-hand corner of the matrix, we enter the realm of unique, exploratory, low-volume work. This is where tasks and activities require high creativity, critical thinking, and in-depth analysis. Bots, in this context, have minimal, if any, presence. This domain of research, strategic planning, and other efforts demands diligent thought and extended work periods.

For instance, let's take the example of quarterly planning within our company. While we can certainly build a process to define the necessary steps we need to take every quarter, a bot alone will not be able to assist in analyzing the market conditions, evaluating risks, and making strategic decisions. However, leveraging Data Science and Machine Learning techniques could augment our analysis and decision-making process. By harnessing these tools, we can extract insights from large volumes of data, uncover patterns and trends, and make more informed and unbiased decisions.

4: High-Volume and Unique Tasks

On the other hand, in the upper right-hand corner of the matrix, we find ourselves dealing with High Volume, Unique Work. This is where tasks and activities require adaptability, flexibility, and the ability to handle complex and varied scenarios. Here, the emphasis is on Ad-Hoc decision-making and Sequential Workflow. To manage such processes effectively, it is advisable to consider adopting iBPMS (Intelligent Business Process Management System) technology. This will enable you to orchestrate and automate the flow of work, handle exceptions, and ensure smooth execution. Additionally, leveraging a DMS (Document Management System) can be beneficial for collecting and automating decision-making processes, further enhancing efficiency and accuracy.

Referencing the Hyperautomation Loop

At a high level, the Automation Alignment Matrix is a valuable tool for completing **Step Four of the Hyperautomation Loop.** However, the analysis we provided here only scratches the surface of what can be achieved with this matrix. The DigitalOps Toolbox offers a wide range of tools that can be considered for automation. While we couldn't cover all of them in this chapter, we hope this overview gives you an idea of how to approach the process. Utilizing an Automation Alignment Matrix is crucial in scaling beyond RPA and achieving Hyperautomation.

Chapter Conclusion

In Chapter Three: Scaling Beyond RPA to Hyperautomation, we have explored the benefits of Stand Alone RPA in improving task execution speed and reducing errors. However, it's important to recognize that RPA alone cannot truly transform processes; it enhances efficiency.

To achieve true process transformation and scale beyond RPA, leveraging the tools available in the DigitalOps Toolbox is essential. Gartner's Hyperautomation Spectrum guides you in selecting the appropriate tools from the DigitalOps Toolbox based on your business objectives or digital ambitions. You can effectively work towards your goals by analyzing the nature of work within each process and selecting the right automation tool. These strategies will empower you to scale beyond RPA and achieve greater automation capabilities.

Chapter Four

Creating the Hyperautomation Organization

The Hyperautomation Org.
DigitalOps Toolbox Simplified

DigitalOps ToolBox in Layman's Terms

By leveraging the Digital Ops Toolbox, let's discuss how automation is done today. We start with breaking down the DigitalOps Toolbox into Layman's Terms. Let's build the model out.
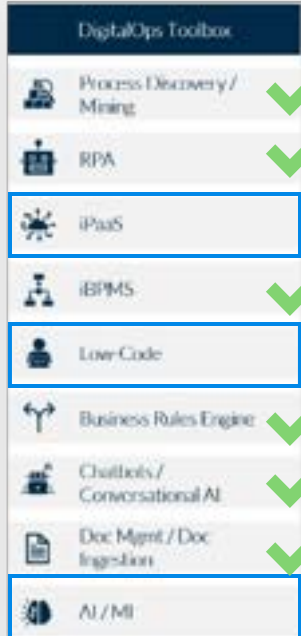
Process Discovery = Process Mapping and Process Mining
RPA = Task Automation
iBPMS= Workflow for Process Execution
Business Rules Engine = Decisions
Document Management and Ingestion = Content and Capture
Chatbots = Automated Conversations

This leaves us with iPaaS, Low-Code, and AI / ML.

1. Taking **AI/ML** and applying that across all of the Digital Ops Toolbox capabilities will give us **Operational Intelligence.**
2. Then, we apply **iPaas,** which encompasses **Analytics and AI Integration** for connecting to other systems.
3. And finally, we apply **Low-Code**. Low-Code is something we can describe as something each capability *should* offer, but it can span all these areas, just like **Operational Intelligence** and **Integration.**
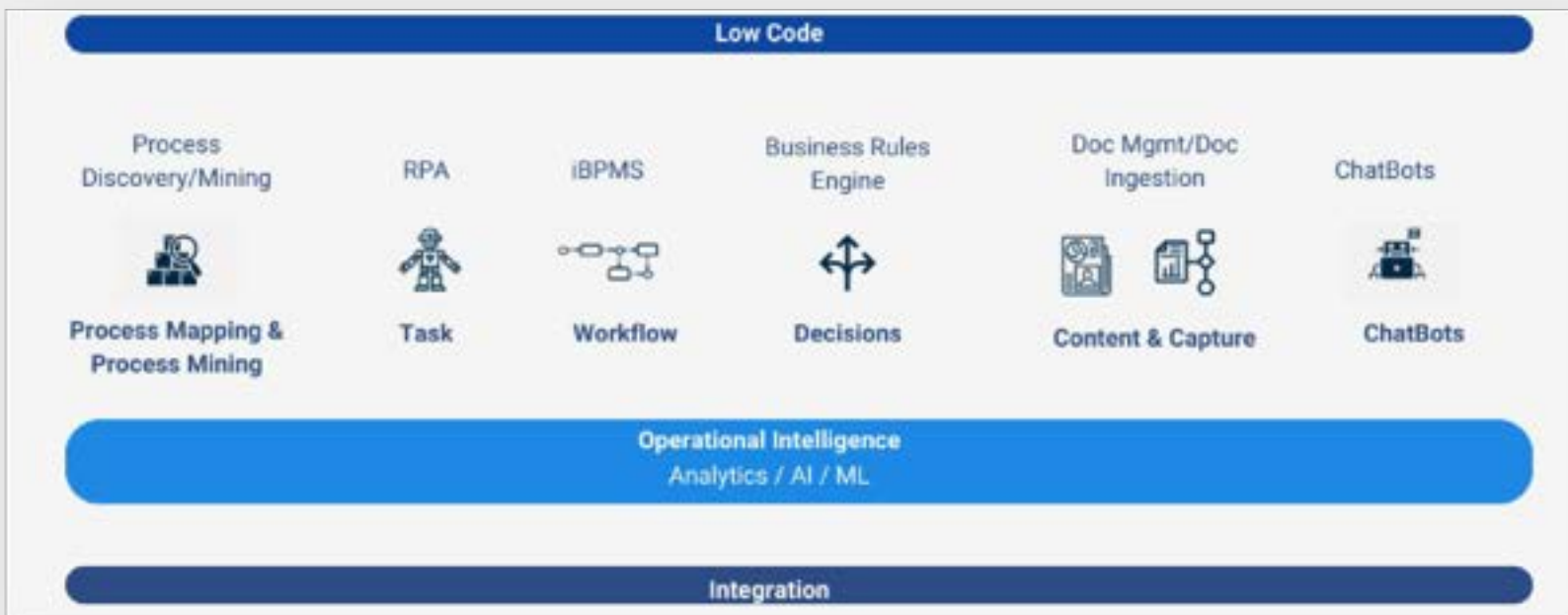
The Hyperautomation Org.

Hyperautomation Views

Now, if we look at this picture, it may seem well-constructed at first glance.

We tend to see many companies have already implemented various components of the DigitalOps Toolbox for automation purposes.

Siloed View of Hyperautomation

However, upon closer examination, we find that these automation verticals are often isolated from one another. They function as independent silos, lacking a cohesive approach to automation across different areas.

Within each of these silos, there may exist specific methodologies, but there is a lack of overarching methods or governance that spans across these automation silos. Moreover, in some cases, there are even silos within the silos, where individual business units independently determine their approach to automation.

This further exacerbates the fragmented nature of the methodologies within these silos. As a result, there is a need for a more cohesive and unified approach to automation that transcends these silos and establishes a common framework and governance.

Holistic View of Hyperautomation

So, what is the solution to this challenge? Well, we need to adopt a **holistic approach to Hyperautomation.** This means looking at the entire spectrum of Hyperautomation and not being confined to individual silos. While we still need specific capabilities and methodologies, having an overarching method spanning automation is crucial. We must break down the barriers between different functional areas of automation and view it as a cohesive and comprehensive effort rather than a narrow-minded approach. **But... how do we do that?**
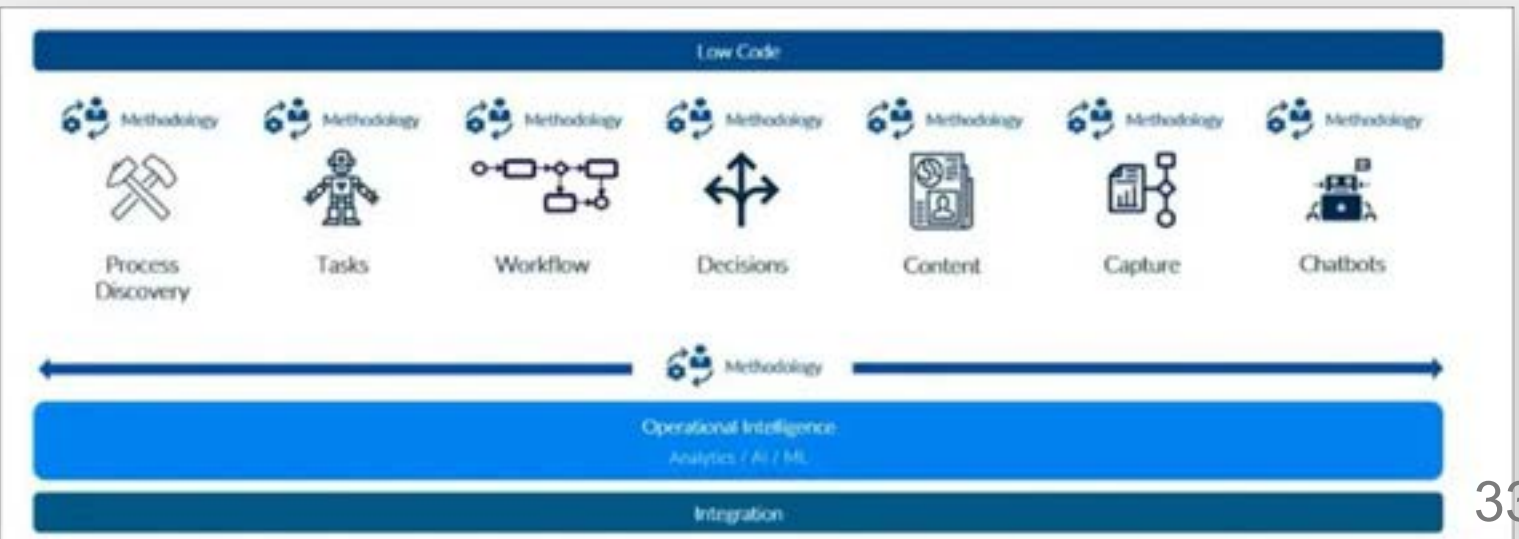
The Hyperautomation Org.

Governance - Hyperautomation Oversight

Hyperautomation Oversight

HA Strategy Practice
- Process Analysts & Miners
- Enterprise Architecture
- Process Owners

You need to establish a Hyperautomation Strategy Practice comprising Process Analysts and Miners, Enterprise Architecture, and Process Owners.

Process Analysts and Miners are crucial in ensuring that all your critical processes are well-documented. Their expertise in strategy and automation ensures that your automation efforts are efficient and effective.

Process Owners are individuals with a vested interest in the success of a particular process. Their performance may be tied to the success of the process they oversee. They are respected across the organization and are seen as unspoken leaders for their respective processes.

HA Delivery Practice
- HA Solution Delivery
- HA PMO Team
- HA Solution Architecture
- HA QA

Next, you need a Hyperautomation Delivery Practice.

Hyperautomation Solution Delivery comprises individuals with expertise in various DigitalOps Toolbox technologies. The Solution Delivery team has the necessary skills to provide expertise in each technology.

Of course, you need a **Hyperautomation Project Management Team** and a **Solution Architecture. A Solution Architect** is someone who comprehends the different technologies at a high level and understands how they can be effectively combined to empower your business to work faster and smarter, reducing manual and mundane tasks.

And don't forget, you always need testing, this is where our Hyperautomation Quality Assurance (HA QA) Professionals come into play.

HA Shared Infrastructure
- HA Administration
- HA Infrastructure
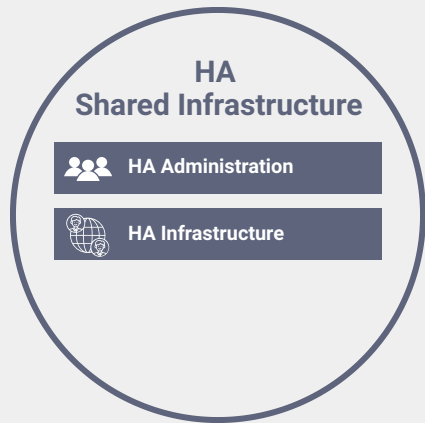
The third part is Hyperautomation Shared Infrastructure.

For now, we won't delve deeply into this topic as it is beyond the scope of our current discussion. However, it is worth noting that having a shared set of capabilities and infrastructure for your Hyperautomation practice can be more cost-effective and scalable.

Lastly, we will need support throughout all of these phases.

Hyperautomation Support

HA Strategy Practice
- Process Analysts & Miners
- Enterprise Architecture
- Process Owners

HA Delivery Practice
- HA Solution Delivery
- HA PMO Team
- HA Solution Architecture
- HA QA

HA Shared Infrastructure
- HA Administration
- HA Infrastructure
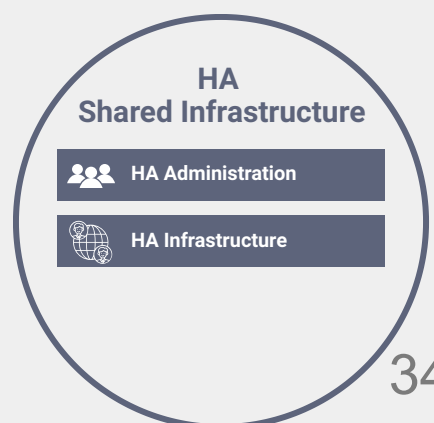
Enterprise and Strategy Practice View

Before we discuss how an Oversight Committee works… let's define how process modeling and mining should be structured from an organizational perspective.

Enterprise Architecture Planning

- Planning Initiation
- Business Process Discovery
- Current Systems & Technology
- Data Architecture
- Applications Architecture
- Technology Architecture
- Integration / Migration Plans
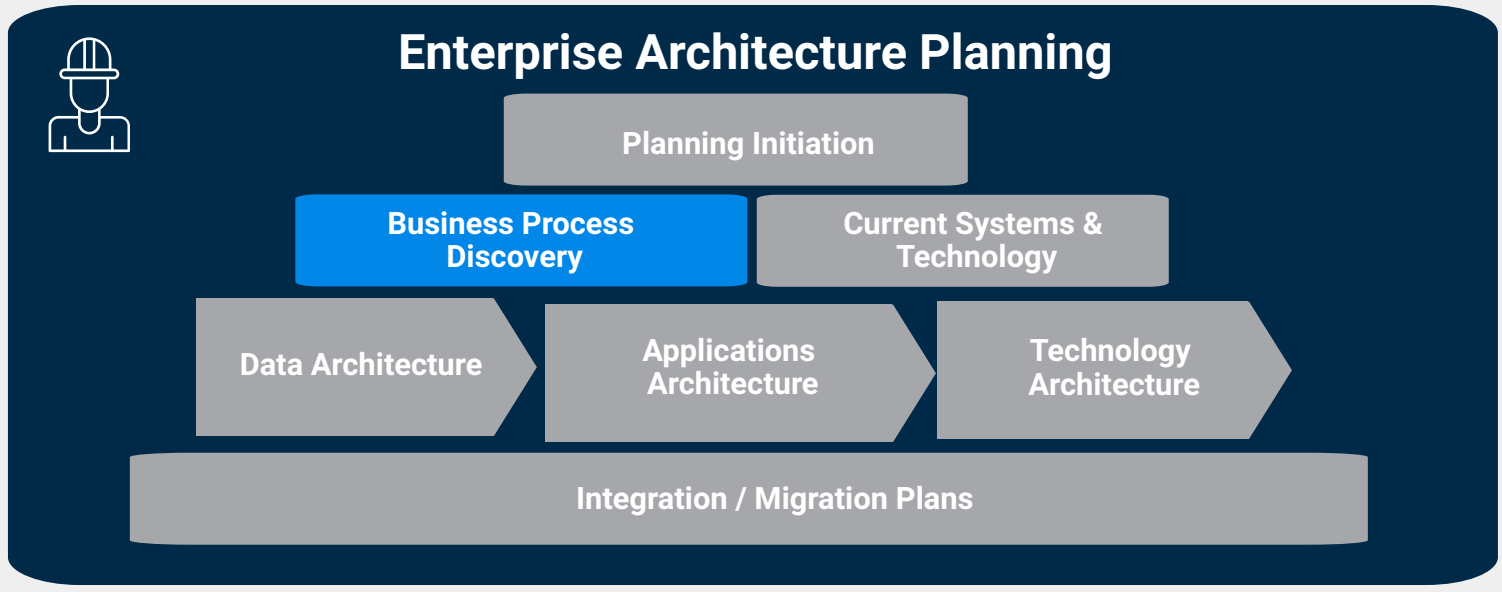
The **Business Process Discovery** role is one of the most critical components for organizations to succeed at Hyperautomation. It plays a pivotal role in understanding the intricacies of existing business processes and identifying areas that can benefit from automation. By conducting comprehensive Process Discovery and Mining, **Process Analysts or Miners** gain valuable insights into the workflow, uncover inefficiencies, and pinpoint opportunities for optimization and automation.

Business Process Discovery fits seamlessly in Enterprise Architecture planning. It is a shared service that collaborates with various departments and stakeholders to gather essential process data. This information is then related to the rest of the enterprise, providing valuable input for decision-making and strategy development. The synergy between Process Discovery and the overall Enterprise Architecture enables organizations to make informed choices about the most suitable automation technologies and tools, leading to successful and efficient Hyperautomation implementations.

The assumption is that there will be a shared service for modeling processes, with dedicated Process Analysts and Mining experts within the Business Process Discovery component of Business Architecture Planning. This shared service is essential for efficiently conducting Process Discovery and Mining activities and identifying automation and process optimization areas. With dedicated experts, organizations can ensure a systematic approach to understanding and analyzing their business processes, leading to successful Hyperautomation implementations and streamlined operations.

HA Strategy Practice

- Process Analysts & Miners
- Enterprise Architecture
- Process Owners

The Hyperautomation Strategy Practice includes Analysts who are dedicated to specific Hyperautomation projects.

They play a pivotal role in the overall Hyperautomation initiative by focusing on detailed process analysis and design. Their expertise enables them to create comprehensive "as-is" and "to-be" process models, identifying the areas of the workflow that can benefit most from automation. While process mining tools can handle a significant portion of the process discovery work, the human touch of process Analysts is crucial in providing the necessary insights and expertise to ensure a successful implementation of Hyperautomation solutions.

Their involvement is instrumental in determining the optimal approach for automation, leveraging the full potential of Hyperautomation to achieve remarkable efficiency gains and improved business outcomes.
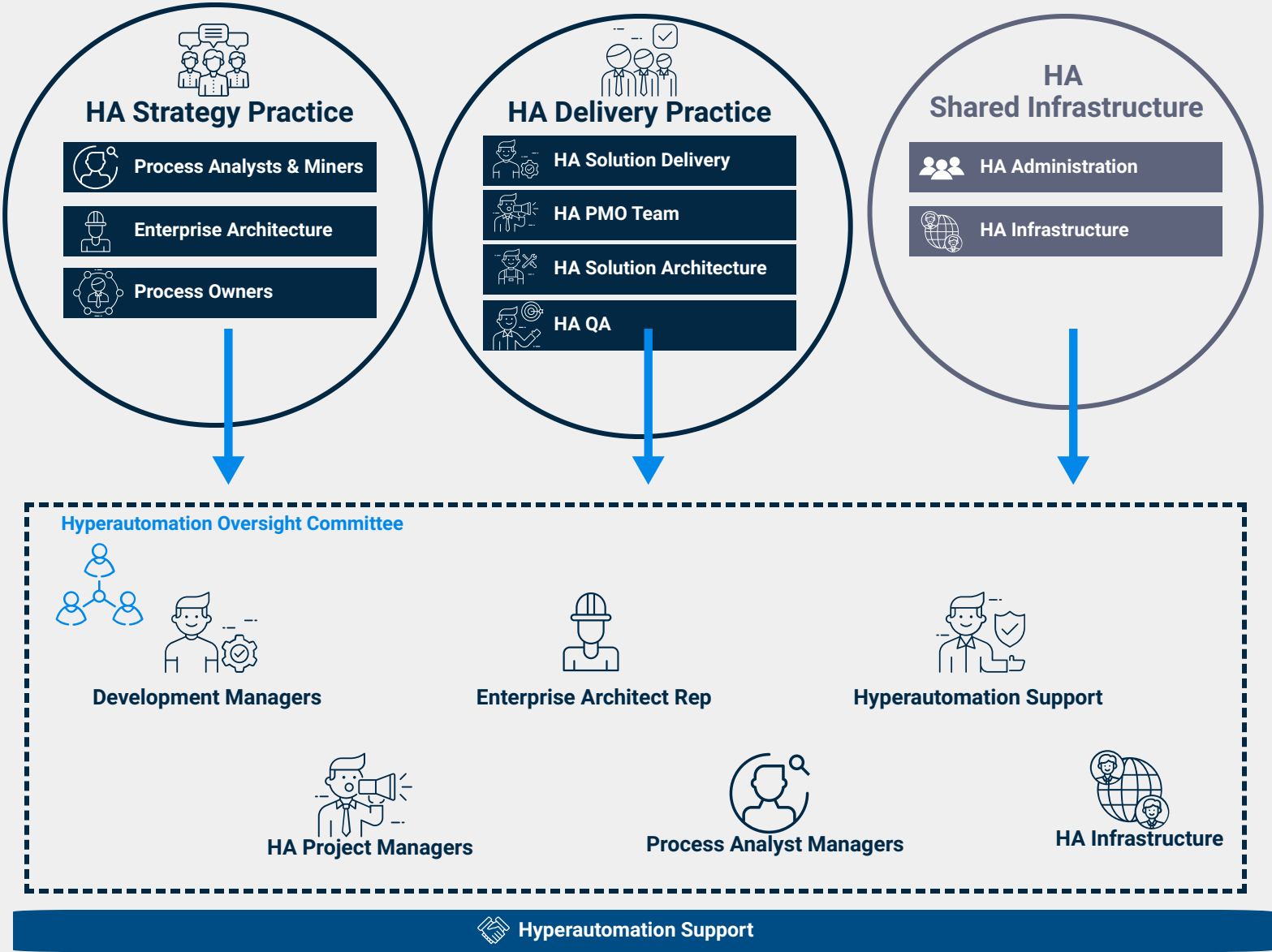
The Hyperautomation Org.
Governance - Hyperautomation Oversight

Hyperautomation Oversight Committee

As for the overall Hyperautomation Organization, how would oversight be managed?

Within this structure, a Hyperautomation Oversight Committee should comprise critical representatives from the three spheres and support. This committee's primary responsibility would be to review and assess project proposals from the Hyperautomation strategy practice. The Oversight Committee would also create and maintain the roadmap for Hyperautomation initiatives across the three spheres mentioned below.

HA Strategy Practice
- Process Analysts & Miners
- Enterprise Architecture
- Process Owners

HA Delivery Practice
- HA Solution Delivery
- HA PMO Team
- HA Solution Architecture
- HA QA

HA Shared Infrastructure
- HA Administration
- HA Infrastructure

Hyperautomation Oversight Committee

Development Managers   **Enterprise Architect Rep**   **Hyperautomation Support**

HA Project Managers   **Process Analyst Managers**   **HA Infrastructure**

🤝 Hyperautomation Support

In the proposed organizational structure, the Hyperautomation Strategy Practice and Delivery Practice Teams operate within their respective spheres, taking responsibility for the initiatives and projects within those domains. Each team ensures that Hyperautomation strategies and solutions align with the goals and objectives of their area of expertise.
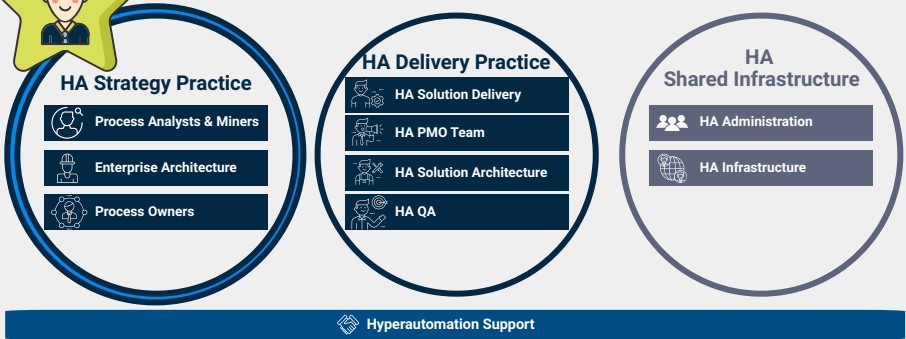
However, when an initiative or project transcends the boundaries of individual spheres and involves multiple aspects of the organization, the Hyperautomation Oversight Committee steps in. This committee facilitates effective collaboration, alignment, and consistency throughout the organization's Hyperautomation journey by centralizing decision-making and governance.

The Hyperautomation Org.
Project Proposal Flow- HA Committee

1. Sponsors Project

Biz Exec

HA Strategy Practice
- Process Analysts & Miners
- Enterprise Architecture
- Process Owners

HA Delivery Practice
- HA Solution Delivery
- HA PMO Team
- HA Solution Architecture
- HA QA

HA Shared Infrastructure
- HA Administration
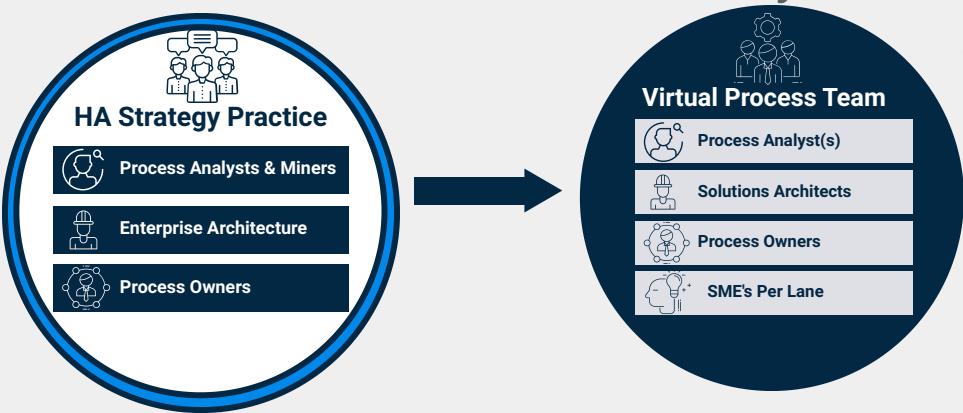- HA Infrastructure

Hyperautomation Support

Let's examine how a project progresses through the oversight committee.

A Business Executive sponsors a project, which then undergoes evaluation by the Hyperautomation Strategy Practice.

They need to assess whether the project aligns with the goals and scope of our overarching Hyperautomation Delivery Practice.

Build Virtual Process Team to Analyze Process

HA Strategy Practice
- Process Analysts & Miners
- Enterprise Architecture
- Process Owners

Virtual Process Team
- Process Analyst(s)
- Solutions Architects
- Process Owners
- SME's Per Lane

The Strategy Practice Team has to create a **Virtual Process Team** to analyze the process. This team may comprise of:
- **Analyst(s)** from the Strategy team.
- **The Solution Architect**, with knowledge across Hyperautomation (or the DigitalOps Toolbox), can determine how various technologies can enhance the company's efficiency.
- **The Process Owner** will also be a part of the Virtual Process Team.
- **Subject Matter Experts** for each swimlane in the process.

Virtual Team to Analyze Best Automation Applications

The first step for the virtual process team is to document the process, at least at a high level. This can be achieved through Process Mining or Manual Process Modeling. In truth, both methods are necessary. Process Mining provides valuable data, but the final analysis requires human insight and knowledge of your business.

Once the documentation is in place, the team identifies which areas of the process should be automated or if automation is suitable. The recommended approach is to take a **holistic view.** We want to determine the type of automation that best aligns with the nature of the work. It's essential not to force a process into a specific automation solution, such as a workflow or BPM system, or try to fit it into content management with RPA. Instead, we should carefully assess the process and select the automation types that are most appropriate for the work being performed.

Virtual Process Team
- Process Analyst(s)
- Solutions Architects
- Process Owners
- SME's Per Lane

We will develop an orchestration that leverages automation capabilities as needed. This could involve RPA, sequential workflow, or a combination of human efforts with artificial intelligence, depending on the specific requirements of the work. The crucial aspect is to view the processes holistically and decide on the most suitable automation based on the nature of the work.

What automation tool fits best for the type of work being done in an activity?
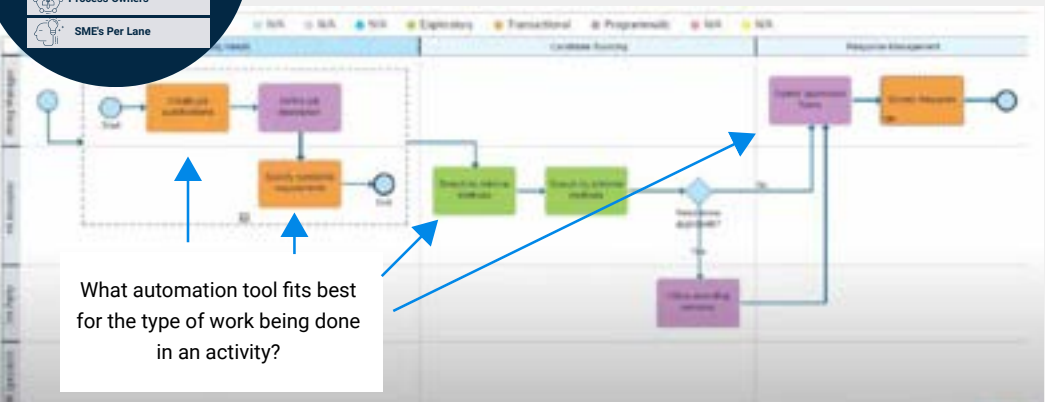
This is the responsibility of the virtual process team. They assess the processes and determine the best automation approach to apply, ensuring that each process is optimized for efficiency and effectiveness.
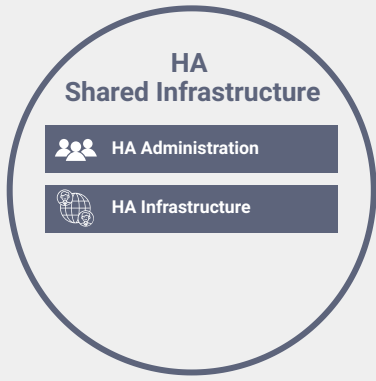
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The Hyperautomation Org.
Project Proposal Flow- HA Committee

Virtual Team to Hyperautomation Committee

Virtual Process Team
- Process Analyst(s)
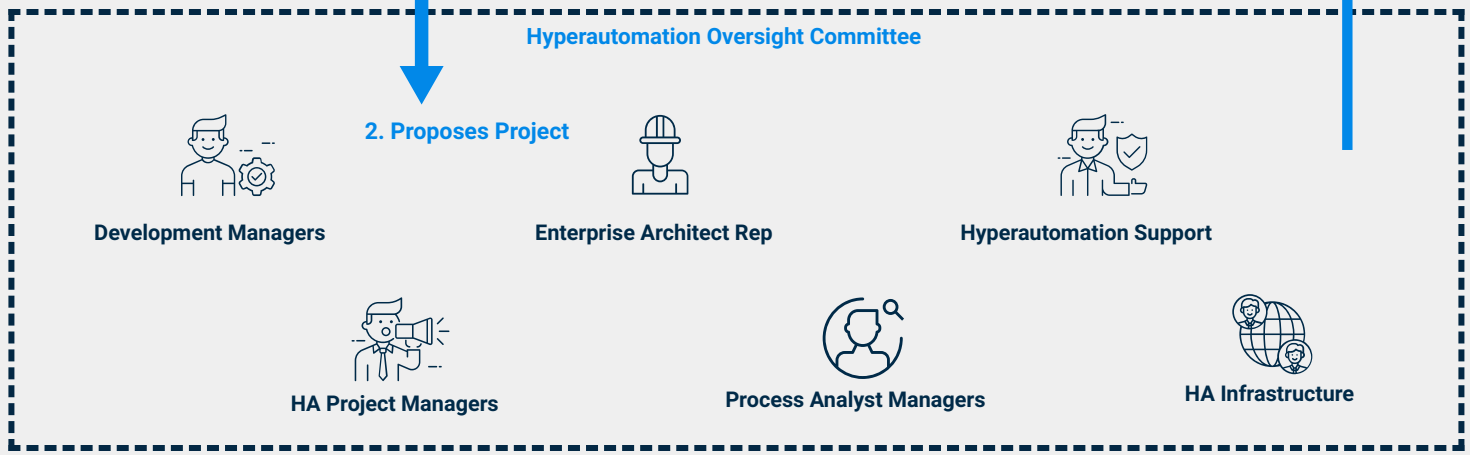- Solutions Architects
- Process Owners
- SME's Per Lane
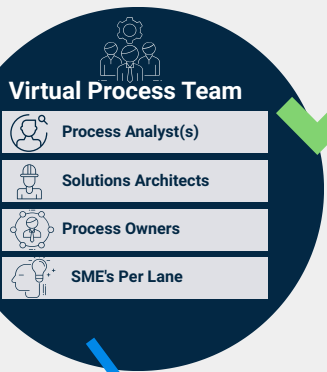
1. If the Virtual Process Team determines that the project aligns with the goals and scope of our overarching Hyperautomation Delivery Practice, the Hyperautomation Strategy team will sponsor the project to proceed to the Hyperautomation Oversight Committee.

1. **Sponsors Project**

Biz Exec

HA Strategy Practice
- Process Analysts & Miners
- Enterprise Architecture
- Process Owners

HA Delivery Practice
- HA Solution Delivery
- HA PMO Team
- HA Solution Architecture
- HA QA

HA Shared Infrastructure
- HA Administration
- HA Infrastructure

3. Approve Project

3. If the Committee approves the project, it will proceed further.

🤝 Hyperautomation Support

Hyperautomation Oversight Committee

2. Proposes Project

Development Managers

Enterprise Architect Rep

Hyperautomation Support

HA Project Managers

Process Analyst Managers

HA Infrastructure

🤝 Hyperautomation Support

2. The Hyperautomation Oversight Committee will review the project, considering its alignment with the roadmap and current bandwidth. They will assess whether they can take on the project alongside other ongoing initiatives.

Hyperautomation Project Team

4. Merge Process Team: The Hyperautomation Oversight Committee passed the project to the Virtual Hyperautomation Project Team. This team provides continuity by incorporating members who deeply understand the project's history and objectives. We will start by adding the **Virtual Process Team to the Hyperautomation Project Team** and determining their role perspectives:

Virtual Process Team Roles:
- **Process Analysts:** These individuals are responsible for ensuring the solution being built is consistent with the initial business objective (digital ambition)
- **Solution Architect:** The solution architect determines the technological framework for the project. They assess the compatibility of various technologies with the project's goals and requirements, ensuring that the chosen tools and systems are in harmony.
- **Process Owner:** The process owner is vested in the project's success and represents the business perspective. They contribute to decision-making during implementation, prioritizing key performance indicators (KPIs), tasks, and backlog items to align with business goals.
- **Subject Matter Experts (SMEs):** SMEs possess deep insights into specific components of the process. Their expertise ensures that the automation solution accurately represents the nuances of each process component, preventing any mismatches with business needs.
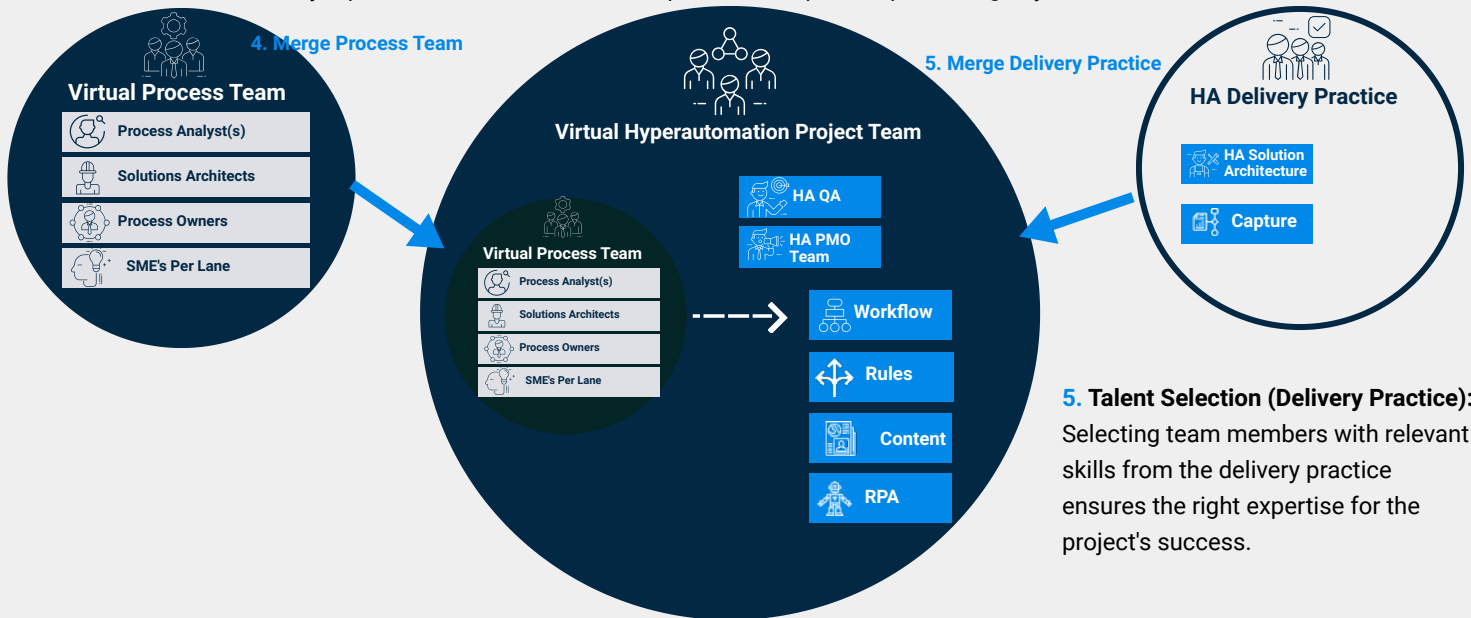
5. Talent Selection (Delivery Practice): Selecting team members with relevant skills from the delivery practice ensures the right expertise for the project's success.

Delivery Practice Team Roles:
- **Project Manager (PMO):** This individual oversees overall organization and execution. They ensure tasks are assigned, deadlines are met, and resources are managed effectively to keep the project on track.
- **Hyperautomation Quality Assurance (QA) Professionals:** HA QA specialists ensure the final solution is reliable, functional, and meets the required quality standards. They perform testing, identify issues, and validate the key functions as intended.
- **Solution Architect:** The solution architect drives the architectural overview of the solution. They determine which components from the digital ops toolbox will be utilized, shaping the project's technological direction.

Delivery Practice Solution Roles:
- **Sequential Workflow:** A solution or approach that helps in managing and automating processes that require a specific sequence of steps.
- **Automated Decision Tools:** Solutions that facilitate automated decision-making based on predefined rules or conditions, streamlining the workflow.
- **Content Management System (CMS):** A platform used for managing and organizing content, which might be leveraged to ensure effective content management within the project.
- **Robotic Process Automation (RPA) Expertise:** This refers to the skill set and tools necessary for implementing RPA solutions. RPA is employed for automating tasks that involve repetitive and rule-based actions.

These combined efforts led to the successful formation of a Hyperautomation project team, effectively equipped to develop an automation solution aligned with the organization's needs.

Conclusion
Connecting the Dots

Looking at our Hyperautomation Loop, this organizational approach aligns with a disciplined, business-driven strategy. It empowers you to achieve defined business objectives set at the outset of your Hyperautomation journey **(Step One).**

Establishing this organizational structure enables flexible and effective staffing for automation projects. Additionally, it lays the groundwork for governing and scaling your Hyperautomation program successfully **(Step Eight).**

Transform Your Processes and Maximize Efficiency

Let us help you evaluate and automate the processes holding you back. We'll work with you to align your business goals and processes.

Book a meeting

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About Salient Process

- **Salient Process Overview**

Salient Process Hyperautomation Solutions

- **Process Mapping & Mining Services | Salient Process**

- **Robotic Process Automation (RPA) Services | Salient Process**

- **Business Workflow Automation Services | Salient Process**

- **Automated Decision Making Solutions | ODM | Salient Process**

- **Automated Data Collection Services | Salient Process**

- **Automated Content Management | Salient Process**

Hyperautomation Products

- **Business Compass from Salient Process (mybusinesscompass.com)**

- **Blueworks Live Flyer 2023 (salientprocess.com)**

- **Blueworks Insights One-Pager | SalientProcess**

Hyperautomation YouTube Series

- **What is Hyperautomation? Part 1/3 - YouTube**

Additional Resources

- **What is the Automation Alignment Matrix? | SalientProcess**

  - **What Type of Work can be Helped by Decision Automation? (salientprocess.com)**

  - **What Type of Work can be Helped by Task (RPA) Automation? (salientprocess.com)**