![tektree logo]

DIGITAL
PROCESS
AUTOMATION

MOST ADVANCED, INTELLIGENT, HYPERCONNECTED WITH A SEAMLESS EXPERIENCE

Introduction

"The enterprise resource planning era is over," declares Duncan Jones, VP and Principal Analyst at Forrester. "The ERP model of a single integrated suite to handle every process for every division within the enterprise did not work."

This is a bold claim. And indeed, organizations are struggling to bring data out the silos in which it resides. They are realizing that the rigidity of their traditional ERP systems is not going to support their digital transformation efforts.

As a core system and central repository, ERPs may still have a place in your technology stack, but if you're looking to reengineer your processes and take a more agile approach, then you need a different solution.

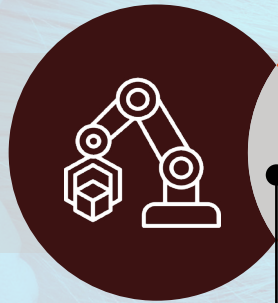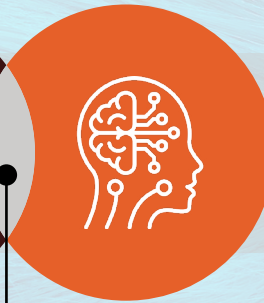**Digital Process Automation (DPA)** platform holds the answer.

RPA

Digital Process Automation (DPA)

RPA
Robotic Process Automation

AI/ML
Artificial Intelligence Machine Learning

BPA
Business Process Automation

Digital Process Automation (DPA) is a combination of

RPA + BPA + AI/ML

the automation of the company's processes (including general corporate-level processes using BPM and specific task-level processes using RPA/RDA, supported by Analytics and decisions made by Cognitive tools AI / ML.

In addition, it is capable of functioning as a platform for integration between systems, since it has SOAP (for Web Services) and REST connectors that can be launched from the processes themselves.
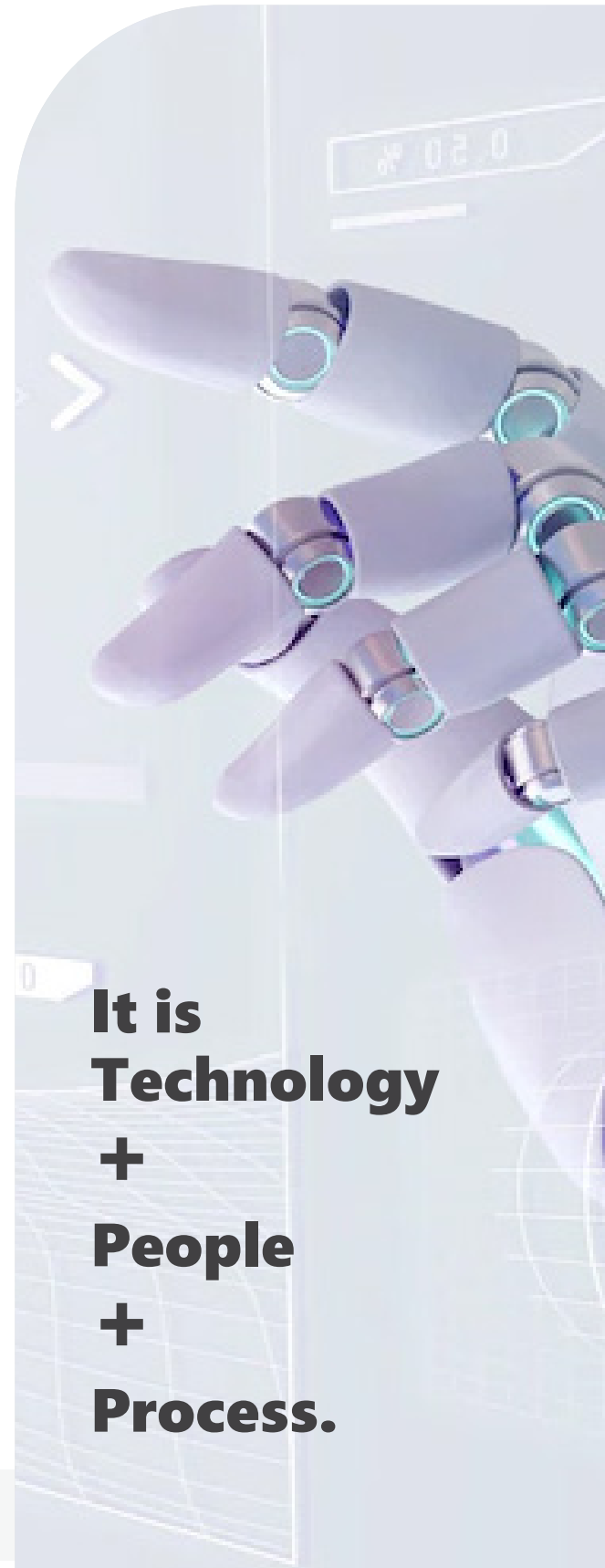
Customer expectations have been constantly evolving in an accelerating race for the **"Most Advanced", "Most Intelligent", "Hyperconnected"** and **Seamless experiences.** The IT functions are under unrelenting pressure to support leading-edge capabilities such as Business Process Execution and Automation, **Robotic Process Automation**, Automated Workflows, Controlled Self-Services and integration with any kind of Third-Party Applications (TPA). The easiest way to do this is through platforms that connect everyone to the same Cloud-based Digital Organization

Digital Process Automation uses the power of "**AND**" and not "**OR**".

Digital Process Automation (DPA) is the effective melding of technology, talent, organizational change, and leadership to get to the promise land.

Integrated and Digital Process Automation is not just about Technology.

It is Technology + People + Process.

OUR 360-DEGREE AUTOMATION OFFERINGS

DIGITAL PROCESS AUTOMATION

- Omnichannel Customer Experience using iBPM UX components

- Dynamic Case Management for optimizedend to end process workflows

- Meticulous data collection and centralized data storage

- Sound data-driven business decisions with predictive analytics

- Compliance ensured by specific KPI monitoring

ROBOTIC PROCESS AUTOMATION

- Automation of human intensive backend processes

- Digital Workforce implementations for end to end process automations

- Sales Analytics from structured/ unstructured data sources

- Consumer Behavior analytics for trade promotions, store planning, market trend analysis, product launch etc.

COGNITIVE AUTOMATION

- Chatbot / ML for automated customer support for structured and unstructured requests

- AI /ML models for Anomaly Detection, inventory management, price adjustments and predictions

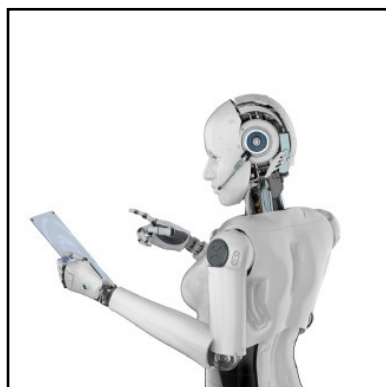- CRM and sales services –chatbots for Customer service

SECURITY AUTOMATION

- 360-degree Security automation approach for Physical, end point, network and data security

- Managed security assurance services–, DevSecops

- IDAM services for on-prem, Cloud, IOT infrastructure

- Cyber/Risk Analytics

INFRASTRUCTURE

- Network operations automation by enterprise-wide operations and incident response platform

- Central Dashboard, which provides fully integrated automation system, process guidance and knowledge for IT operations

- Service desk automation

DIGITAL PROCESS AUTOMATION

OUR APPROACH

Level 1

I CAN DO FOR YOU

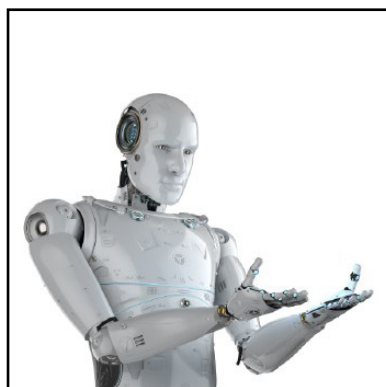| Inconsistent, activity based automation	Macro Script based automation (repetitive tasks automated, data collection and data integration in place)

Level 2

I CAN THINK FOR YOU

Built-in knowledge repository	Predicitve Analysis, Learning Capabilities, Pattern Recognition in place

Level 3

I KNOW WHAT YOU WANT
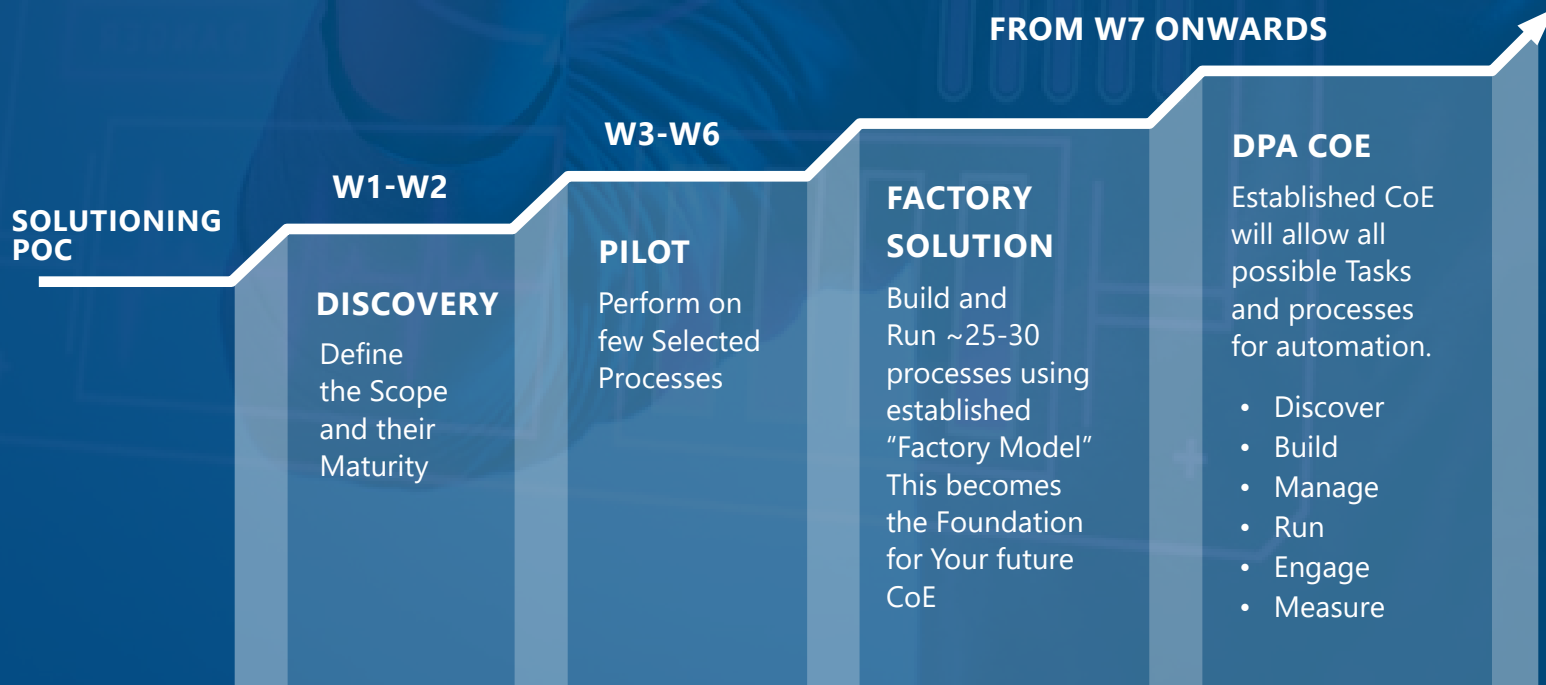
Artificial Intelligence enabled automation	Self-learning and optimized BOTS	Advanced Analytics, Big Data Synthesis and Analysis

COMMITTED DELIVERY

The DPA COE @ TekTree, does have a well-defined and standard
Consulting and Execution Approach for DPA based solutions.
However, we can tailor-make as per your Project Size, Verticals,
Domains, Volume of Transactions and Processes to be automated,
Geo coverage and deployment locations.

SOLUTIONING POC

W1-W2

DISCOVERY

Define the Scope and their Maturity

W3-W6

PILOT

Perform on few Selected Processes

FACTORY SOLUTION

Build and Run ~25-30 processes using established "Factory Model" This becomes the Foundation for Your future CoE

FROM W7 ONWARDS

DPA COE

Established CoE will allow all possible Tasks and processes for automation.

- Discover
- Build
- Manage
- Run
- Engage
- Measure

BENEFITS

Improved Process Efficiency

Robots could resolve issues in sub-second as result help boost process efficiency with speed

Save on Cost

Estimated to save 25 to 50% cost to FTEs. Software robots cost fraction of the cost of human equivalent

Optimize Resources

Helping optimize FTEs by redeploying them in functions requiring critical thinking and decision making

Derived Business Value

Boost Productivity

Software robots helped significantly improve process personnel productivity by 40%

24/7 Productivity

Software robots work round the clock without the break

Higher Compliance (SLA)

Robots do not make mistakes and complete tasks flawlessly thereby improving SLA incidents were reduced by 30%

WHY TEKTREE

Our Expert teams consisting of well experienced Solutioning Architects, Business Analysts and Developers

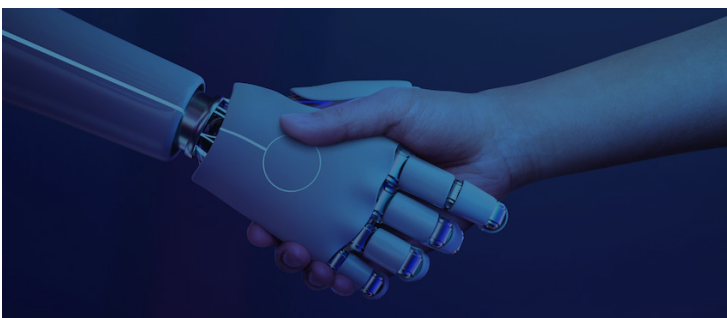To analyze "Organization Readiness" for Automation

To discover the "Automation Potential" to estimate the ROI and other intangible benefits viz., Low Cost, Low processing time, High Quality, High Performance, High Precision and More availability

To select the "Right Automation Solution" based on your business needs and financial budgets

To plan and execute the solution within the Planned Timeframe, Budget and Quality.

To hand-hold the stakeholders during your "Automation Journey" and beyond.

Contact Us @

presales@tektreeinc.com

About TekTree LLC

Tektree is your partner for all your technology needs. You know you need to stay ahead of the curve with the times, business tools, and expectations. We are here to help! Whether it's migrating off the paper, taking the leap into productivity apps, or simply upgrading your tech, our team is ready to discuss your plan of action! With enterprise architecture facilitating communication among teams, BPM engineering streamlined processes within departments, SOA connecting project participants, Big Data storing data in various forms to make it readily available for use, Enterprise Mobility transitioning data between multiple devices or locations using smartphones or apps, ODC eliminating paperwork using online documentation portals that are easily accessible by customers via app communication mediums like Skype, etc., We're able to cover all angles of where technology can take you!

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