

Enhance Your Business Process Implementation with **Automation**

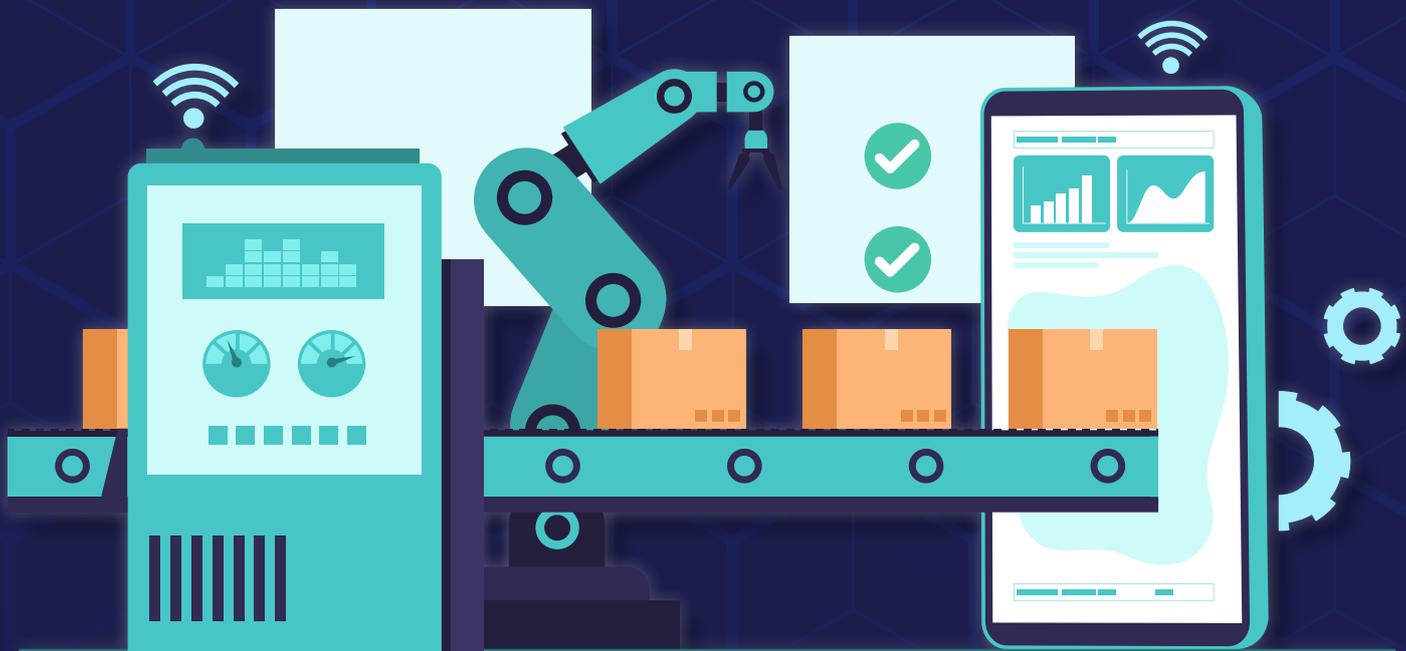


Table of Content

- 03 Introduction
- 04 Business process automation industries
- 06 Key areas for automation
- 07 What can you automate?
- 08 Challenges in BPA
- 09 The six stages of BPA
- 10 Best practices of business process automation
automation
- 12 Key features of business process automation
software
- 13 Conclusion

Introduction

Business process automation presents a smart way to execute menial tasks without engaging resources. It optimises the business processes by improving profitability through efficient utilisation of resources, cost-effective solutions and a better understanding of the customers.

A business strategy and a comprehensive plan are pre-requisites for business. But automation aids its flawless implementation for better results.

According to Forbes, Analyst firms have been following the BPM (Business Process Management) space for years, and all indications are that they will continue to do so, making investing in them the right choice for the future of your enterprise.

Below is a detailed overview of how automation improves the functioning of any enterprise and makes it more cost-effective, helping it boost its revenue. This whitepaper throws light on the processes one can automate and the best practices that make automation more beneficial for businesses. These are also followed by the steps of business process automation as well as its key features.



Business Process Automation Industries

Business process Automation has the potential to unlock the best of any venture, making it apt for diverse industries.

Any venture, irrespective of its market vertical, includes robotic tasks that take up too much time of the resources and kill their creativity. Automation provides an easy way out of this situation as software takes over these tasks.

Consequently, more and more industries are now giving automation a chance for better results. Several industries have already welcomed automation to their workplace, some of these include:

- **Manufacturing**

The manufacturing industry consists of repetitive processes like inventory management, tracking vendors, and handling purchase orders and supply orders. Automating these processes ensures easy access to all this information without spending time on data management.

- **Non-profits**

Streamlining the workflow when working for a good cause like feeding the hungry, promoting equality, or giving love and care to the animals is essential to make sure no one is left behind. Automating the process is an efficient way to ensure this despite large numbers.

- **Educational institutions**

Data is an integral part of educational institutions; it includes a lot of menial tasks like enrolment forms administrative tasks and course material. RPA (robotic process automation) can help you by increasing the efficiency of your work and reducing the time it takes.

- **Startups and entrepreneurs**

Startups and new entrepreneurs have to be more careful about resource utilisation and finances. Automating business processes frees up their resources from the menial work. So, they can focus on growth-oriented tasks.

- **Retail**

Automation is also a go-to solution for retail businesses irrespective of the scale at which they function. Additionally, artificial intelligence and RPA also provide a better customer experience.

- **Finance**

In businesses dealing with finances or financial institutions like banks, one needs to be extra careful about data handling as human error can be disastrous. This makes business automation a wise move.

- **Healthcare**

The healthcare sector calls for strict protocols for quality and risk management. Here, automating processes like claims processing, record management, and project management can increase precision and efficiency.

- **Telecommunications**

Telecommunications can benefit from BPA as it is a powerful tool for handling customer service queries, billing systems, databases and documents. workflow management systems, and technical support.

- **Trading and manufacturing**

Trading and manufacturing can automate the processes like CRM, ERP systems, warehouse and procurement activities and document-flow management for better productivity and customer satisfaction.

Key Areas for Automation

The use of automation in industries has increased over the years. This is attributed to its benefits like cost-effective solutions, increased work process efficiency and ROI.

These have also made it an integral part of corporate organisations where they diminish the workload by reducing repetitive and menial tasks to boost their creativity.

Business process automation also makes digital transformation easy and reduces the paper and menial work when it comes to operations within an organisation.

- ◆ Recruitment
- ◆ HR enrollment and new hire onboarding
- ◆ Employee offboarding
- ◆ Student enrollment and registration
- ◆ Financial aid and grant applications
- ◆ Document management
- ◆ Time or attendance tracking
- ◆ Contracts and consent forms
- ◆ Appointment scheduling and rescheduling
- ◆ Purchase orders and requisitions
- ◆ Accounting processes
- ◆ Order processing
- ◆ Inventory management
- ◆ Data analysis and risk assessment
- ◆ Time off requests
- ◆ Travel requests
- ◆ Performance management
- ◆ Event RSVPs
- ◆ Audits and compliance
- ◆ Email marketing and social media

All industries can reap the benefits of automating the work processes when done the right way. Further processes like recruitment, onboarding, document management and attendance tracking are common to all organizations.

That is why there is an increased demand for these. On the other hand some specialised processes are limited to specific industries like claims processing in hospitals that can be automated too.

Not only, but this custom application development also allows automating work processes that are unique to your workplace and help you stand out!

What can you automate?

There are endless mundane tasks in any organisation that take up valuable time and resources. This is where business process automation comes to the rescue. But this also necessitates a thorough understanding of the company's needs to pick out the process that requires automation.

There has been a tremendous increase in the scope of business process automation, which has also increased the number of processes you can automate within your workflow.

So before implementing BPA into your business model, carefully look at the processes and consider the ones you need to automate. Some of these include:

● Operations Management

Efficient administration plays a central role in boosting the efficiency of resources. Automating business management streamlines the work. It sends real-time notifications when someone finishes a task to the person next in the process and can also simultaneously assign new tasks.

● Project Management

When a team works together on a project, they exchange data through emails, files and updates. Sometimes the data is lost or is overlooked. But automating project management safeguards organisations against such losses by sending real-time notifications.

● Customer Support

Happy customers are the key to a successful business. However, handling customer queries may become an overwhelming task. But using BPA makes it possible to send automated replies to the customer using the right keywords for better customer service.

● Social Media

Social media is a powerful tool to promote a business. However, regular posts on various social media platforms and replying to the messages is tiring. Automating social media handles can schedule the content and handle customer queries efficiently.

Challenges in BPA

Business process automation cuts the load off the enterprises and helps them perform better. But they come with their share of pitfalls as well. Therefore, anyone going for automation should be equally aware of its cons to handle them wisely and make the best of it. But, having a fair understanding helps to avoid these when you implement these into your business model.

“ The first rule of any technology used in a business is that automation applied to an efficient operation **will magnify the efficiency**. The second is that automation applied to an inefficient operation will magnify the inefficiency. ”

~Bill Gates

● Create Vitality

Business process automation reduces repetitive work. This is likely to give more time to your resources and take the burden off them. However, this may also make the resources lazy as they become less performance-driven and more dependent on technology. So, after you automate your processes, ensure that the efficacy of your team does not take a dip.

● Investments

Although Business Process Automation is a cost-effective solution for the long run, this also comes with upfront costs. It needs to be taken into consideration before its implementation.

● Change Management

When you automate your business, the functioning of your enterprise is likely to change. So, experts recommend following a smooth process and gradually introducing the chan. This makes adjusting to the changes easy for both the internal and external team members and stakeholders.

The Six Stages of BPA

Just like anything, an elaborative plan is mandatory to start automating the process. Additionally, it also requires vigilantly following the designated steps for its successful implementation.

Automation begins with planning, after which analysis and implementation follow. But this does not just end here; keeping an eye on how things are working to refine their functioning is also required.

Additionally, utilising the right resources at every step is eminent when working for the success of automation in a work process.



Best Practices of Business Process Automation

Business process automation has limitless potential to increase the efficiency of the work processes. It benefits everyone - the employees, customers as well as entrepreneurs. It cuts down the resources and time for delivering a quality product that is at par with quality standards and widens the growth opportunities for businesses. However, to enjoy the perks of automation, it has to be carefully implemented.

Go through some of the best practices below to get the best results from automating your business process:

- **Select the right process**

Before you begin automating your business, scrutinize how different processes function. Always pick the ones you want to automate first. Experts recommend automating the light processes first - this way the resources become familiar with the changes.

- **Choose the right tool**

Pick up the tools that suit your business types and your employees. Take up an assessment depending on the scalability and the user preferences to make the right choice. Here, it is noteworthy that since the changes will directly affect the employees and customers, choose the tools they are comfortable with.

- **Set Goals**

Setting goals is required for the desired results as they keep you on the right track. So set concrete and achievable goals before going ahead with automation. This assures a clear vision when you start the implementation of the processes.

- **Involve everyone in the process**

When you automate the work processes, all the employees are likely to be affected. So always involve them as you proceed with the automation to keep them updated.

Brainstorming sessions and team meetings can do wonders as you get new ideas to improve productivity.

- **Keep a backup**

Nothing is 100% fail-proof - sometimes, things can go wrong while automating as well. Bad network, software glitches and hardware failures are some of the reasons that make data vulnerable while automating. You wouldn't want to lose your data to these unpleasant scenarios. So always keep a backup on the cloud or a device to secure your data.

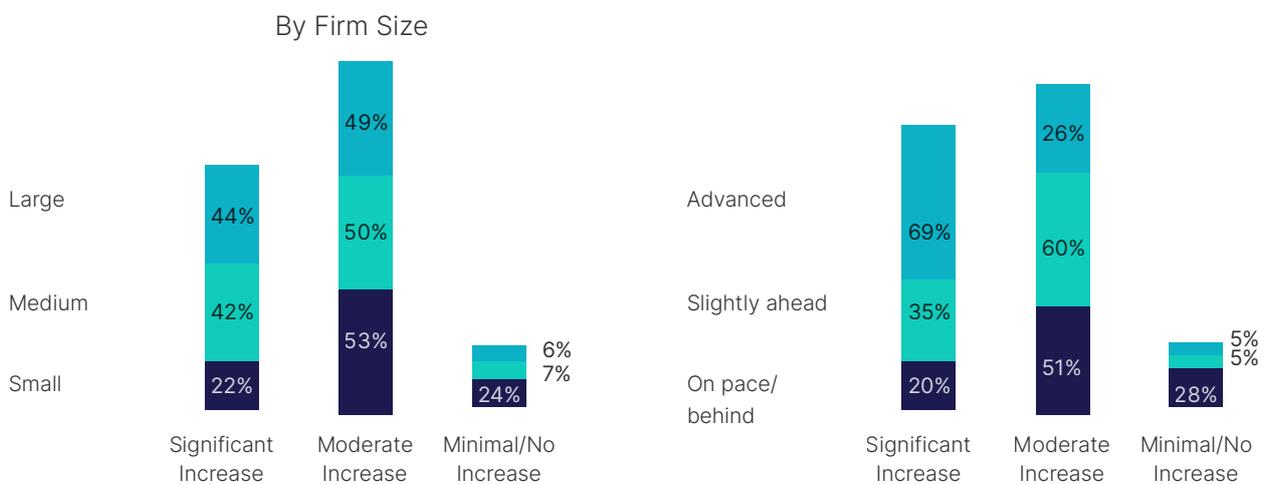
- **Understanding Users**

Automation focuses on presenting need-based solutions to the users. Study user demographics to be familiar with their preferences so that the changes automation brings along should be likeable and easy for them. Always work towards providing a need-based solution.

- **Keep it Simple**

Initially, it might be tempting to go for the process that is far more complex. But, keep it simple at the start. Map all the processes that need automation and stick to them. Make a plan and stick to it while automating the processes gradually. Map and write down the workflow to pinpoint the areas that need automation to benefit the users.

Change in BPA Technology Over Past 2 years



Source: <https://digitalskynet.com/blog/business-process-automation-where-to-begin>

Key Features of Business Process Automation Software

Now it is proven business process automation has a positive impact on how businesses perform. The software behind automation comes with powerful features that enhance how your business performs.

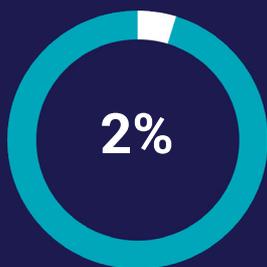
Further, as business process automation is gaining more popularity, this software have become advanced and offers a better way of automating your work processes. This evolution in technology has increased the efficiency of the business process software automation.

These have increased the options when it comes to automation tools. And, since no two software are the same, you need to make the right choice.

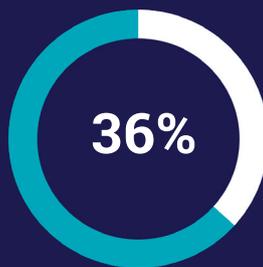
That is only possible when you have an in-depth understanding of how your work processes function and go for the features that can benefit your organization.

“90% of CEOs believe the digital economy will impact their industry, but less than 15% are executing on a digital strategy.” — MIT Sloan and Capgemini

Sales Automation Statistics



Only 2% of companies are using automation for sales orders



36% of companies use automation to generate sales quotes



39% of companies automate sales prospecting

- **Lead scoring feature**

With this feature, the software will monitor the interests and choices of consumers to give you a better understanding of what your users want. As a result, your marketing team can reach out to the right people.

- **Progressive profiling**

With this feature, you can keep an eye on the customers. You can offer upgrades/better services to a specific group depending on their previous interactions with your brand stored by the BPA software.

- **Social media integration**

Having a reputable social media presence is required to reach potential customers. However, this can be time-consuming and keep your resources occupied. That is why integrating social media can be a smart move.

- **Secure interface**

This is one of the important features as data is invaluable. Business process automation software can also secure your data and reduce the efforts to achieve data security.

- **Cloud-based technology**

Automation software also lets you backup your data on cloud servers. While you can access it from anywhere, it also keeps the data stored up to date. Moreover, you can also schedule regular uploading intervals so that all your data is safe.

- **Role-based access to controls**

Restrict the number of users that have access to your vulnerable data. If you need to give access to your employees, you can restrict the fields they can access according to their roles. Automating the work process makes this easier by automatically restricting the fields according to the assigned roles.

Conclusion

Digitization is the hotshot. Business process automation makes it easier by offering cost-effective solutions that focus on consumers and assure accuracy. It also cuts down human error-related losses.

With automation, technology takes over the repetitive and menial tasks that form a big part of the workflow. This also leads to better resource management as you can focus on growth-oriented tasks. Moreover, automation also creates a positive atmosphere that boosts the creativity of the resources and brings consumer-oriented results.

Furthermore, as the work process is streamlined, it makes working easier for the team and leads to more employee satisfaction. This keeps them motivated to deliver their best and boosts their creativity which is a huge plus for the growth of your enterprise.

That is why automation has become the first choice of entrepreneurs looking for smart and cost-effective solutions without compromising on their quality.

Automating the work process hands over the repetitive and menial tasks to the software.

Undoubtedly automation has become one of the fastest-growing trends and has found its way to major industries and the trend is likely to continue because of the perks it offers!

About Talentelgia

Talentelgia Technologies is home to industry experts passionate about delivering the best in business automation and custom application development.

A decade ago, we set out on a journey to help our clients deliver the best products in SAAS, web development and design. Since then, we have been catering to the needs of global customers and expanding our horizons.

Currently, we have expanded to become a global name, serving more than 250+ projects across 25 countries. Talk to our experts to take your business to the zenith with their expert advice and services.



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