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Move Beyond RPA
To Deliver Hyperautomation

Hyperautomation is the combination of multiple machine learning (ML), packaged software and automation tools to deliver work. Hyperautomation refers not only to the breadth of the pallet of tools, but also to all the steps of automation itself (discover, analyze, design, automate, measure, monitor and reassess).
Understanding the range of automation mechanisms, how they relate to one another and how they can be combined and coordinated is a major focus for hyperautomation.

By 2022, 65% organizations will have introduced robotic process automation, machine learning and natural language processing.

For organizations, we at DxSherpa Technologies help to capitalize on DigitalOps competencies and automation with AI

Enterprise architectures and technology innovation leaders are often challenged to create a strategy that can capitalize on DigitalOps competencies and tools. However, they often ask Gartner where to start.

This research will help Enterprise architectures and technology innovation leaders to:
- Define an automation journey.
- Co-create a strategy to combine DigitalOps tools.
- Augment business processes with AI.

A roadmap is a very important first step. It is important to lay out the desired business outcome and the processes that need to be optimized, before automating and assemblin tools from DigitalOps toolbox.

It is important to define your digital ambitions Enterprise architects and business process owners must collaborate to set a vision for their digital business initiatives . Align your process automation goals to 3 objectives : Revenue, Cost and Risk

It is essential to structure business processes for high performance. This is applicable when automation requires organizations to take a new view on key characteristics of processes related to data structure, component delineation and exceptions.

Identify the DigitalOps tools that are closely aligned to your automation roadmap. Assess different technology markets and create a progressive investment plan to effectively deliver tactical and strategic business values.

Assemble DigitalOps Tools

Tools

- RPA
- Process Discovery
- Process Mining
- iBPMS
- Low-code
- Business Rules Engine

BPM Platforms
Intelligent BPM suites (iBPMS) have a solid foundation of tools for orchestrating processes and automating tasks within those processes. iBPMS consolidate integration services, decision management, process orchestration, ad hoc processes and advanced analytics into a single platform.

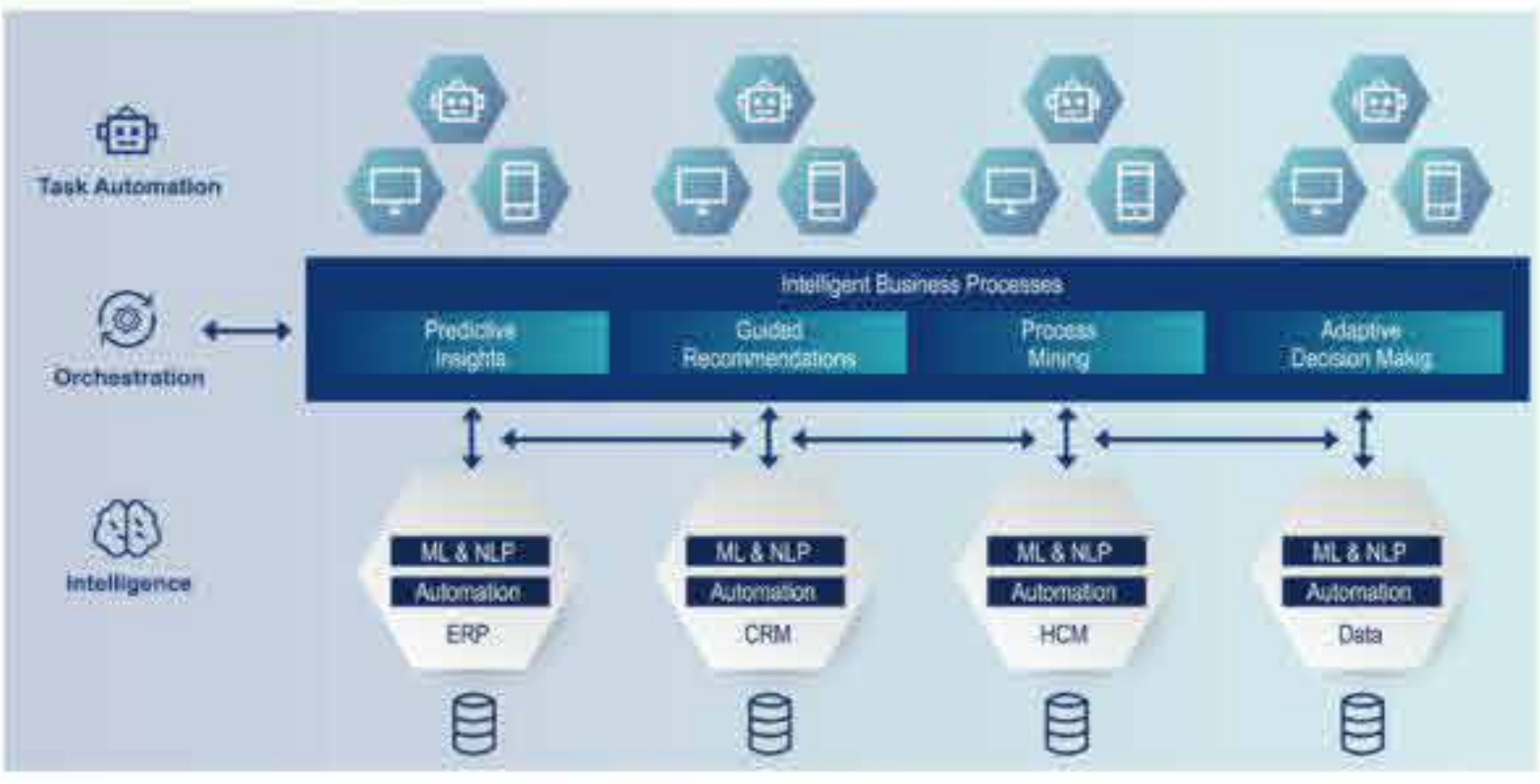
RPA
RPA is a noninvasive integration technology used to automate routine, repetitive and predictable tasks through orchestrated UI interactions that emulate human actions.

Low-Code Application Platforms
The graphical nature of LCAP development environments can be used for modeling rapid automation of a business process. Most LCAP vendors offer business process orchestration and workflow services to rapidly automate tasks and orchestrate them into simpler processes.

Process Mining & Discovery/Analytics
Process mining is designed to discover, monitor and improve real processes by extracting knowledge from the event logs readily available in application systems (see "Market Guide for Process Mining"). Process mining includes automated process discovery, conformance checking and other advanced analytics features.

Business Rules Management
BRMs are used to supplement conventional application development and runtime tools when a business application includes decisions that entail complicated or frequently changing logic.

Augment Business Processes With AI



To accelerate hyperautomation, an integrated system of intelligence effectively combines DigitalOps tools with:
- Artificial intelligence (AI)
- Machine learning (ML)
- Natural language processing (NLP)
- Optical character recognition (OCR)
- Conversational chatbots

In an integrated ecosystem of DigitalOps tools:
- RPA enables task automation.
- BPM/LCAP/DMS enables dynamic orchestration/choreography.
- The AI layer adds to the intelligence.

To realize business value, you must deploy AI technologies that deliver specific, measurable business outcomes for targeted use cases. Collectively develop candidate use cases of AI and ML, while identifying the quantifiable business outcomes from each of these use cases. Agree on measurable business impacts before gathering the first set of data and beginning the journey to build the framework.