



THE DIGITAL DIGEST

August Newsletter from the Desk of Digital Leaf



A successful Digital Transformation strategy for your
Business to grow higher

LEVERAGING TECHNOLOGIES TO IMPLEMENT A SUCCESSFUL DIGITAL TRANSFORMATION STRATEGY!

The tech giants have been digitally transforming the way how the world evolves through technologies. Once the tedious activities like banking transactions are made simple and easy activities like ordering food or video conferencing with your loved ones can now be done with just a fraction of seconds.

The emerging technologies like Artificial Intelligence (Machine Learning, Cognitive Computing), Internet of Things (IoT), Augmented Reality, Blockchain, and Data Analytics is impacting the digital

transformation in an organization. Few of such technologies are listed below.

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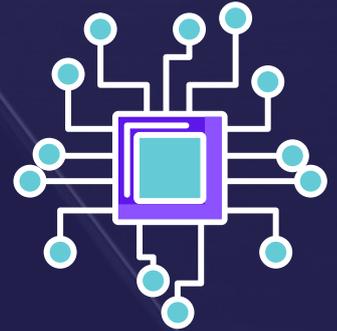


Automation through Artificial Intelligence:

The organizations are transforming their workforce structure by majorly depending on automating the mundane manual tasks. This process also extended to the customer servicing industry resulting in high customer satisfaction rates. Firms are deploying AI into major industrial applications to handle the redundant and manual expensive tasks. By depending on AI, significant organizations are unbundling the opportunities in analytics and insights through data. So, this creates a new approach to customize solutions for any kind of challenge or requirement.

IoT (Internet of Things):

The industries which require a lot of manual efforts are putting IoT into a smarter way to enable their business through smart infrastructure and facilities. The industrial Internet of Things (IIoT) is now evolving with its own field of expertise, providing organizations with data collected on their machines and tools before using machine learning or artificial intelligence to analyze it and support decision making recommendations.



Augmented Reality:

It is becoming the seamless connection of people with technology. This enables next-gen human-machine interaction. When the manufacturing workers could supervise and connect to the site using AR and leverage the silos of data in the cloud for analytics is one such use case of real-time data processing.

Blockchain:

Blockchain is extending its applicability of technology into multiple industry spaces, and the Financial industry is top among them. But the digital transformation industry is keen on adapting this technology for a more organized supply chain and data system. Most of the retailers are researching their effectiveness in sourcing raw materials and goods.



Data Analytics:

The world is regulating how a firm should handle data and the importance of the customer's data. The technological evolution made sure effective consumption of data through artificial intelligence, machine learning, and analytics. The analytics are helping the firms to make long-term decisions through calculated risks and insights.

The best practice to implement digital transformation is not to rely on a single technology but to go with the emerging technologies and innovational change throughout the cycle. To learn more about implementing digital transformation for a successful business strategy, get in touch with dave@digitalleaf.io

YOUR FUTURE WORKSPACE IS AUTOMATED! HERE'S HOW YOU CAN PREPARE FOR IT!

The rise of Machines!

Machines were not supposed to replace humans; instead, they are here to make everything efficient. RPA is making its mark in the IT industry for the past few decades. RPA is meant to increase productivity and reduce errors made in mundane and tedious work done manually by humans. It does raise the question of job losses in the IT industry due to the democratization of RPA.

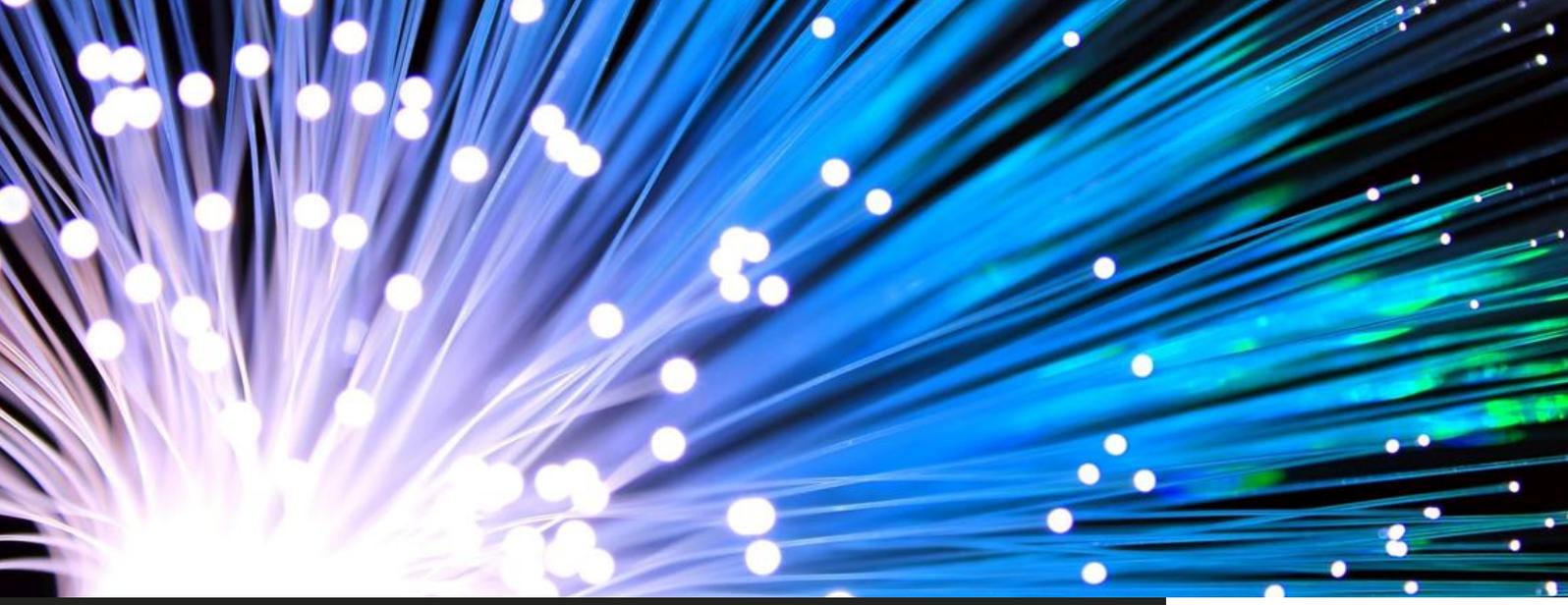
The Innovations; you can't refuse!

Technological revolutions have automated the mundane processes through AI and Machine Learning, which can change the fundamental structure of the workforce itself. These technologies can help save time while processing the mundane, repetitive manual tasks. As the innovations evolve, the human-machine interaction might increase on a more profound level leading to a much successive customer satisfaction rate.

Upscaling human skills in the future workforce:

Robotic Process Automation (RPA) has opened up immense opportunities for organizations to streamline mundane and repetitive tasks while re-focusing human efforts on higher-value tasks. The advancement in RPA and AI technologies has the potential to change the fundamental way of operating the processes in multiple functions such as customer service, business operations, IT, HR, and Finance. As the bots automate these processes, humans have enough time to focus on increasing operational efficiency and to improve their skills.

The industry experts are focusing on improving operational efficiency through RPA instead of replacing the human workforce. The future holds the key to the rise of much more skilled employees rather than stuck in mundane tasks.



UNLOCKING THE OPPORTUNITIES IN CHATBOT AND RPA INTEGRATION

The recent trends in enterprise operational strategy suggest that RPA and chatbot integration as one of the widely used and adopted technology integrations for developing a unique ecosystem.

Organizational chatbots can solve many challenges relating to customer service, employee self-service, and organizational scalability. The industry experts are combining the automation capability from RPA and cognitive intelligence from chatbots to improve productivity and business advantage.

The road to the future!

As the integration matures with the latest technology, organizations create intelligent conversational & user experiences, which can reduce business operational costs and increase the productivity of the employees. Chatbots requires RPA to unlock its potential for complex tasks handling and enables meaningful conversations and RPA for the conversational interface of chatbots to take automation to the next level – self-servicing automation.

Use Case:

Manufacturing- Invoice Processing!

The invoice processing has to undergo multiple stakeholders for reviewing and approvals and it should be in multiple formats for easy access. This paves way for manual errors.

The integration of RPA and Chatbot can overcome this issues by skimming the document and feed the data into the systems at the appropriate time. This can trigger an email to all stakeholders to update the amended document for authorization.

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SALES QUOTATION AUTOMATION ON sage X3

Process Overview:

The customer is a leading manufacturer of polymer additives, dispersions, and performance chemicals for the rubber, plastic, wood, textile, medical, household, industrial, and institutional markets. The customer offers solutions that improve polymer processing, increase surface protection, and enhance product performance. As part of their core process, the customer invites quotations for the raw material from multiple suppliers in a standard company quotation template. The suppliers have to respond with the filled information within a stipulated date decided by the company.

The customer receives an average of 30-40 quotations from their supplier network. The job of the operations team is to enter these 40 quotations information into Sage X3 Quotations page for the top management to validate and take a decision on the next step in the process i.e. Supplier selection. A team of 6 members works almost three days to update these quotations into Sage X3 one by one spends almost 130-140 hours just on data entry jobs.

The Solution:

Digitalleaf's Automation experts analyzed the process, identified the non-value adding steps in the process, and suggested the Robotic Process Automation solution to automate the sales quotation entry process into Sage X3. The robot is scheduled in the orchestrator to scan for a new email reply from any of the suppliers, scan for attachment, download the attachment into the quotation folder, extract information and update Sage X3 quotations.

The robot scans at an interval of 10 minutes to check for new replies from the suppliers and then completes the process in less than 3 minutes.

With this scheduled robot setup, the customer completes the end-to-end quotation process in less than 2 days as the robot takes care of data entry jobs and the operations management team focuses on supplier validation and final decisions. The automation has improved the process efficiencies by 80% and reduced the cost of operations by 65% saving approximately three million a year. Does your business has a similar business process that can be automated to save millions of dollars a year? Reach out to us at dave@digitalleaf.io for a demo video.



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