Digital Operations

Intelligent Process Automation

Expand your automation horizon—and your returns—with Cognizant's comprehensive intelligent automation solutions

Scale and Mature Your Automation Journey

Extract more value from your systems, data and new technology with a holistic approach to process automation

Significant value exists in the spaces between the major business functions your IT organization delivers and your company's business processes. Humans often occupy those spaces, doing rote, repetitive work required to process data and shuttle information from one system to another. Gaps also exist where older and legacy systems do not integrate well with newer technologies which could amplify their value. Closing these gaps through automation enables companies to open new paths to value, from creating new customer experiences to engaging new cost-cutting levers to mitigating compliance risks. Cognizant has helped hundreds of organizations succeed with these tools and experience measureable business impact, such as:

Know-your-customer bots have reduced screening time by more than 40% for financial institutions.

- Healthcare claims-processing bots have processed 3.8M transactions annually for insurance firms with more than 20% improvement in auto-adjudication rate.

- Invoice-processing bots have processed over 1.2M invoices annually for retailers and reduced delayed payment interest by more than 50%.

- Revenue-cycle-management bots have improved timely revenue collection by more than 20% for healthcare payment processing.

- Exchange-derivative-clearing bots have processed over $3B annually for commodity future trades.

Cognizant Intelligent Process Automation (IPA) enables our clients to achieve results like these to create a truly digital workforce. Our extensive automation expertise enables your organization to maximize the value of automation to:

- Increase your competitive edge and develop new customer experiences that compete more effectively against digitally native, fully automated companies who are out to disrupt your industry.

- Enable digital transformation and new technology adoption such as AI, machine learning, blockchain, cognitive intelligence, smart data intake and more without having to retrofit or replace existing systems.
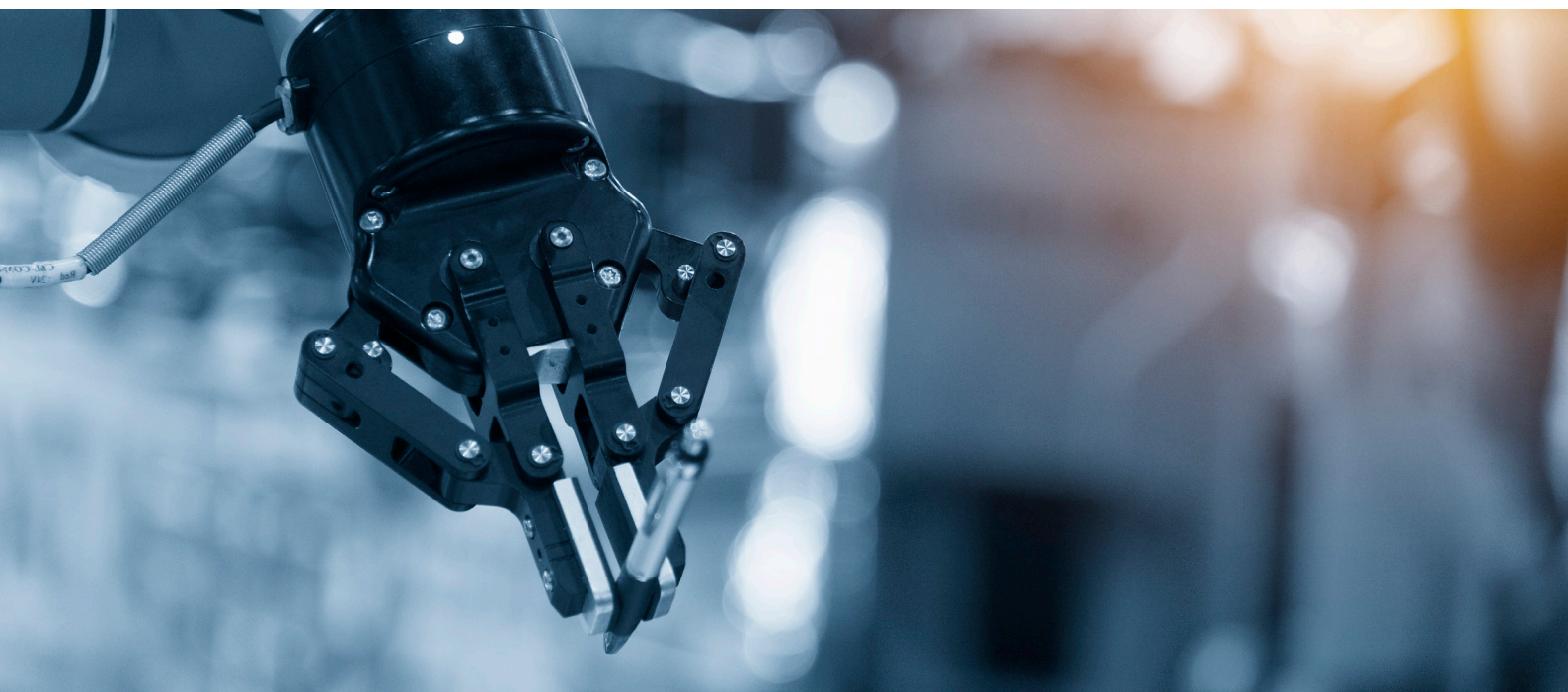
Cognizant

The bots developed through Robotic Process Automation (RPA) will act like glue between the valuable data in the systems and the powerful capabilities of next-generation technology.

- Identify areas of opportunity and applying our industry domain, process reengineering, governance and change management expertise to ensure success.

Fostering an Automation First mindset is key to continued value generation and future gains. Instead of taking a script-writing, piecemeal approach to automation, we help your organization build a holistic automation vision backed by a practical strategy. We can guide your enterprise as it develops an IPA group that builds a project pipeline by training business users to id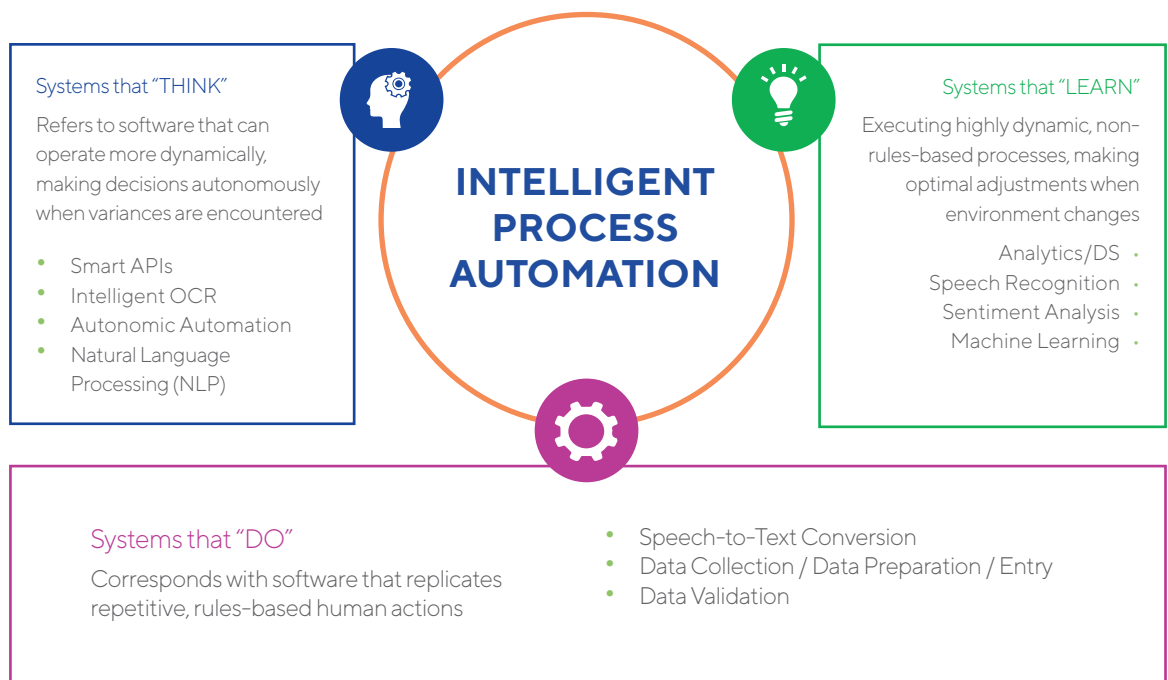entify existing value-laden areas ideal for automation. That group can also help the business take an Automation First approach when creating new customer experiences and internal workflows. We ensure sustained success by helping your company develop an industrialized approach to automation, starting at a scale the organization is comfortable with dand developing and perfecting a repeatable approach to deployment that will easily scale as projects increase in scope and impact. Our change management experience helps ensure employee support for automation throughout the organization. We are technology agnostic, partnering with leading automation innovators to ensure that we can provide the comprehensive solution your organization requires.

Ensure automation generates maximum value for your business now and as it grows. Automate intelligently with Cognizant.

Cognizant Delivers Solutions Across the Automation Continuum

INTELLIGENT PROCESS AUTOMATION

Systems that "THINK"

Refers to software that can operate more dynamically, making decisions autonomously when variances are encountered

- Smart APIs
- Intelligent OCR
- Autonomic Automation
- Natural Language Processing (NLP)

Systems that "LEARN"

Executing highly dynamic, non-rules-based processes, making optimal adjustments when environment changes

- Analytics/DS
- Speech Recognition
- Sentiment Analysis
- Machine Learning

Systems that "DO"

Corresponds with software that replicates repetitive, rules-based human actions

- Speech-to-Text Conversion
- Data Collection / Data Preparation / Entry
- Data Validation

Cognizant®

Operations automation and business results at scale

Experience true operations transformation with Cognizant's intelligent automation solutions—spanning strategy creation through implementation and maintenance.

Advisory Services

We help your organization develop an outcome-driven automation strategy; identify processes with high return value using our simplification, standardization and elimination criteria and use a structured approach to calculating ROI to set realistic expectations and priorities. Our advisory offerings include:

Vision and Strategy

- Automation Vision.
- CxO Automation Advisory.
- Automation Strategy and Roadmap.
- Automation Maturity Assessment.
- Automation CoE Setup.
- Business Case / ROI.

Blueprint

- Automation Blueprint.
- Platforms Solution Architecture.
- Product Selection.
- Proofs of Concept.

Implementation Services

We use agile and minimum-viable-product methodologies for faster time to production and benefit realization.

Transform

- Proaduct Implementation.
- Industry-Specific Solutions.
- Integration Services.

Digital Workforce Management Services

Our Center of Excellence and strong governance models accelerate automation deployment throughout your organization by standardizing automation approaches, delivering reusable components and aligning new initiatives with business objectives.

Govern and Optimize

- Automation as a Service.
- Automation Governance / Outcome Management.
- KPI Measurement.

In the Real World

We help a u.s. grocer deliver more value to bargain-hungry food shoppers

The Challenge

Of all the major segments in retail, the grocery business is one of the most competitive. With margins of only about 1%, a supermarket chain cannot reduce prices in its stores unless it can cut costs elsewhere in its operation.

A major U.S. grocery retailer faced this challenge when it asked Cognizant to assess and redesign the inefficient accounts payable (AP) and accounts receivable (AR) operations at its 3,400 stores. Management was concerned about resources being spent on manual AP/AR processes, which generated no value for store customers.

Our Approach

Our client recognized the need for automation, but its IT systems didn't allow for it because data originated from analog sources, including images and PDF files. To automate and optimize the stores' manual processes, we implemented intelligent process automation along with an offshore sourcing arrangement. IPA automatically pulls information from multiple source systems and digitizes it. The solution reduced the need for manual work, improved accuracy and efficiency and cut overall costs.

Outcomes

To hold down food cost increases to consumers, management committed to several productivity goals, including reducing headcount by about 5% every year. Without IPA, the business likely would not have met these expectations. In addition, we helped the client achieve:

- 100% increase in the accuracy rate of data to be input into systems.

- 20% reduction in average handling time per invoice.

- 5% reduction in headcount in the first year the solution was deployed.

- 0% rate of inputting errors.

We help speed revenue realization through automation

The Challenge

Agents of a leading U.S. revenue cycle management (RCM) service provider were manually logging into healthcare provider portals to check patients' eligibility and benefits for upcoming appointments. Accurate confirmation streamlines claim submissions and health plan reimbursements. However, with more than 120 provider portals changing every quarter and agents expected to be familiar with each of them, the verification process was complex.

The provider's existing eligibility and benefits confirmation process involved more than 250 complex business rules. Data had to be extracted from more than 35 fields pertaining to co-pays, coinsurance, annual deductibles and remaining deductible amounts. For appointments made on short notice, these tasks had to be completed within a day. This tedious, time-consuming process was prone to errors. It also risked patients, receiving incorrect information and providers, submitting inaccurate claims that eventually would be denied.

Our Approach

Cognizant's healthcare team designed a robotic process automation (RPA) solution for the RCM service provider's complete eligibility and benefits verification process.

It includes 23 software bots running 22 hours a day, five days a week.

The automation process pulls patient appointment lists from healthcare provider portals across various locations, prioritizes these appointments, extracts appointment details by accessing two different applications and 14 screens, consolidates output reports and confirms patients who are eligible for benefits. The bots also validate and update eligibility and benefits details in each practice's portal.

Outcomes

Cognizant helped the RCM service provider automate its benefits and eligibility verification process using RPA. The provider has improved its customer service and capacity for growth by minimizing costs and saving thousands of hours annually.

- 5,000 transactions processed per day.

- 100% accuracy.

- 17,000 hours saved annually.

Our Exclusive Methodologies

Our end-to-end methodology begins with scoping and aligning your initiatives to business outcomes. We help you answer these key questions:

- Who should be responsible for automation in the organization?
- How does automation affect our culture, people and workforce management?
- What are the change management mechanisms we need to address?
- What are the business risks—reputation, compliance, ethical hazards—associated with automation? How do we manage those risks?
- What are the capabilities we need to build to effectively embark and scale on the automation journey?
- How do we develop and articulate a business case for automation?

We then help your organization discover and realize value using an array of best practices, tools and accelerators, including:

- Best-in-class automation assessment framework: We focus on processes and reducing complexity, using a lean-enabled automation analysis to identify automation candidates and define clear deliverables.

- **Solution design:** Our approach addresses these critical aspects for every process: reusability, integration with other systems, human in the loop, failure recovery, notifications and alerts, configurable elements and reporting and logging. This detailed approach helps ensure that the reengineered process delivers expected results.

- **Agile implementation:** We speed the creation and deployment of automation solutions with our agile approach to building the automation backlog and implementation. Then our maintenance and management ensure continued optimal performance and benefits.

- **Development accelerators:** Your organization realizes the benefits of automation sooner with our library of ready-to-deploy design elements and reusable assets and our automated code review utility.

- **Experienced bots:** We have more than 3,000 robots deployed for a wide variety of clients and have developed more than 200 bot résumés while continually expanding that list

Solution Design Aspects

REUSABILITY
Identification of reusable component use

INTEGRATION WITH OTHER SYSTEMS
Integration with any client systems or OCR/NLP that are required

HUMAN IN THE LOOP
Delegating errors and exceptions to operations users

REPORTING
List of reports to be sent out by the robot as part of day-to-day processing

NOTIFICATIONS AND ALERTS
Identify alerts and notifications to be raised by the robot

CONFIGURABLE ELEMENTS
Identify elements of the process that need to be under the control of the operations user

FAILURE RECOVERY
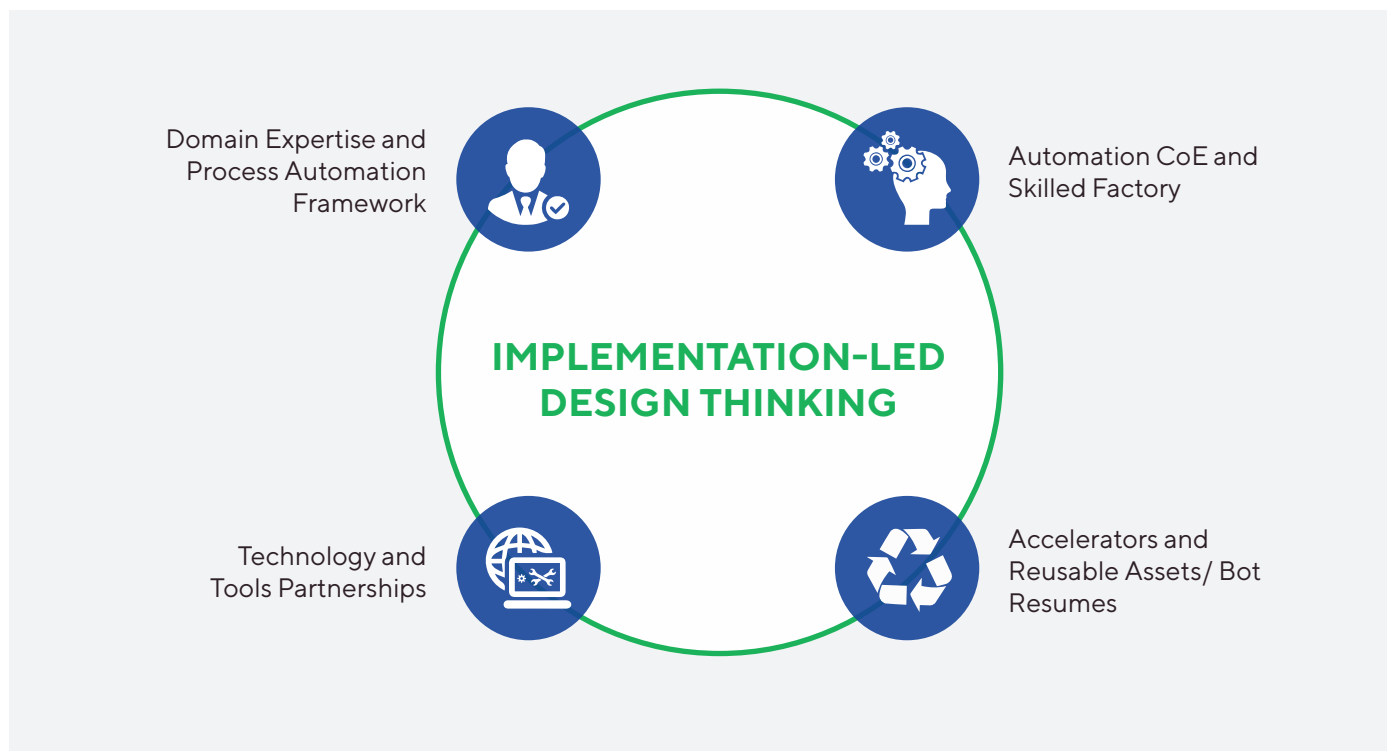Approach to read failures

LOGGING
Attributes of the process that need to be logged by the robot

The cognizant digital operations advantage

Our Intelligent Automation offering is one of our many Digital Operations solutions which enable organizations to transform operations for success in the digital economy. We're helping clients reengineer, digitize, manage and operate their most essential business processes, introducing better ways of working that improve customer experiences, heighten efficiency and lower operating costs to deliver clear outcomes and topline growth.

What sets us apart:

Domain Expertise and Process Automation Framework

Automation CoE and Skilled Factory

IMPLEMENTATION-LED DESIGN THINKING

Technology and Tools Partnerships

Accelerators and Reusable Assets/ Bot Resumes

Let's get started

- Achieve new levels of intelligent automation performance throughout your enterprise with our proven methodologies, extensive robotic capabilities and deep experience. For more information about driving business outcomes at scale with intelligent automation and Cognizant Digital Operations,

- please visit www.cognizant.com/cognizant-digital-operations/intelligent-process-automation.

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