



happiest minds

The Mindful IT Company

Born **Digital** . Born **Agile**

# Digital Process Automation

**MOST ADVANCED, INTELLIGENT,  
HYPERCONNECTED WITH A  
SEAMLESS EXPERIENCE**



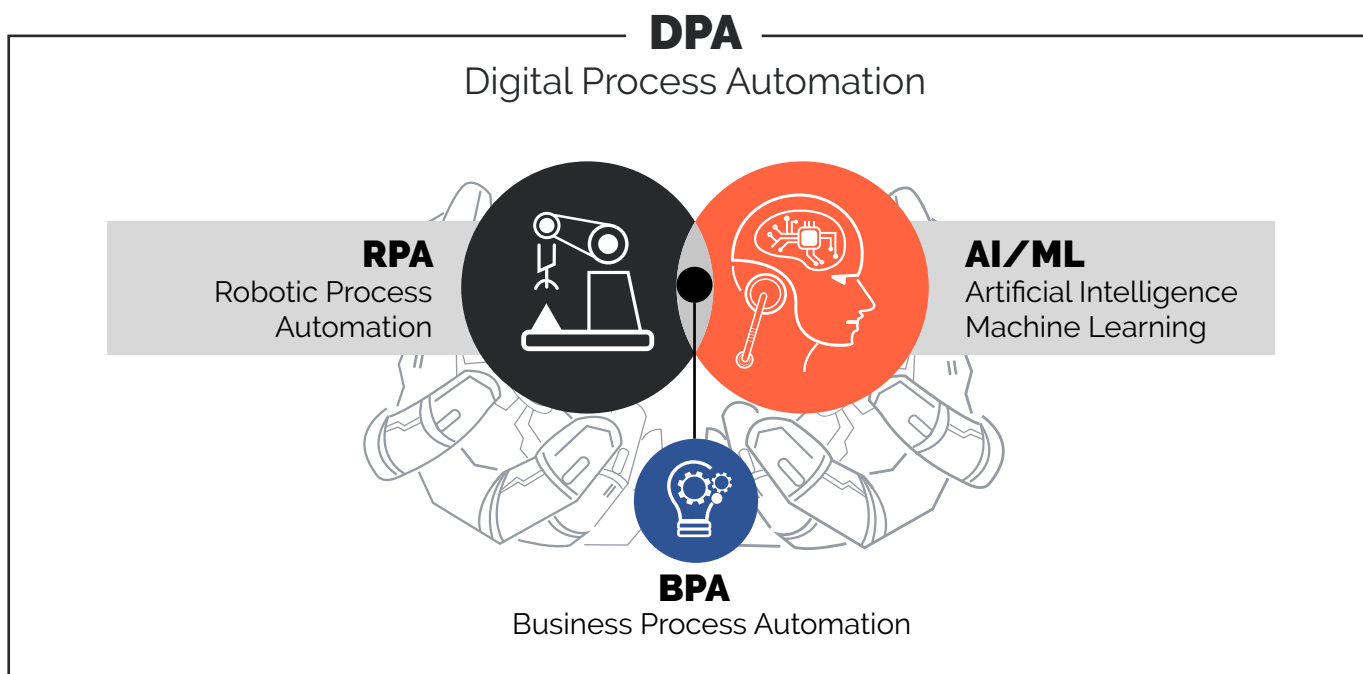
# INTRODUCTION

"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.



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 iPBM UX components

---

Dynamic Case Management for optimized end to end process workflows

---

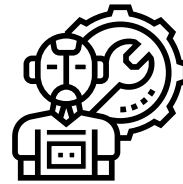
Meticulous data collection and centralized data storage

---

Sound data-driven business decisions with predictive analytics

---

Compliance ensured by specific KPI monitoring



## ROBOTIC PROCESS AUTOMATION

Automation of human intensive backend processes

---

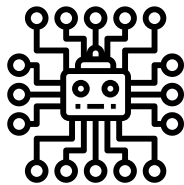
Digital Workforce implementations for end to end process automations

---

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

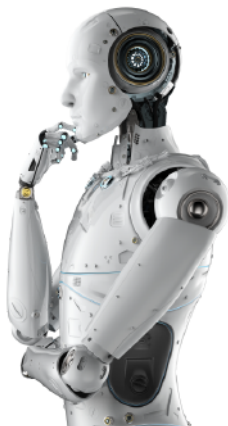


### Level 1

## I CAN DO FOR YOU

Inconsistent, activity based automation

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

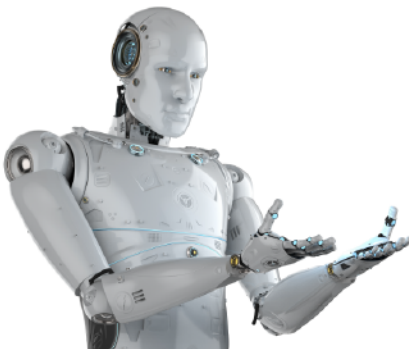


### Level 2

## I CAN THINK FOR YOU

Built-in knowledge repository

Predictive Analysis, Learning Capabilities, Pattern Recognition in place



### Level 3

## I KNOW WHAT YOU WANT

Artificial Intelligence enabled automation

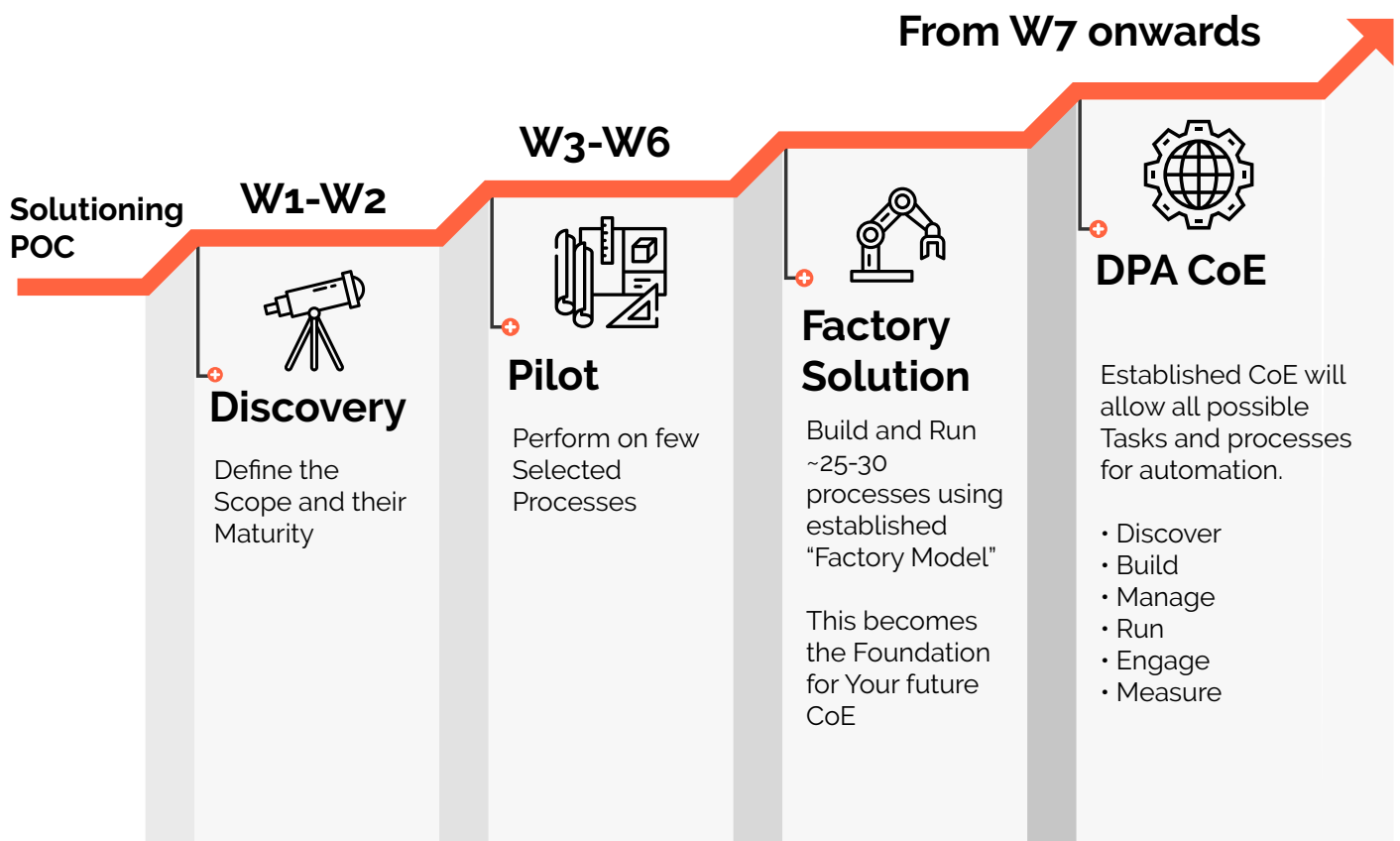
Self-learning and optimized BOTS

Advanced Analytics, Big Data Synthesis and Analysis

# DIGITAL PROCESS AUTOMATION

## Committed Delivery

The DPA COE @ Happiest Minds, 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.



# DIGITAL PROCESS AUTOMATION

## Benefits



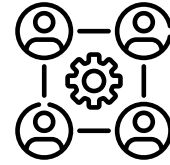
### Improved Process Efficiency

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



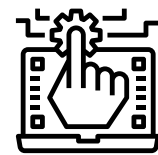
### Boost Productivity

Software robots helped significantly improve process personnel productivity by 40%



### 24/7 Productivity

Software robots work round the clock without the break

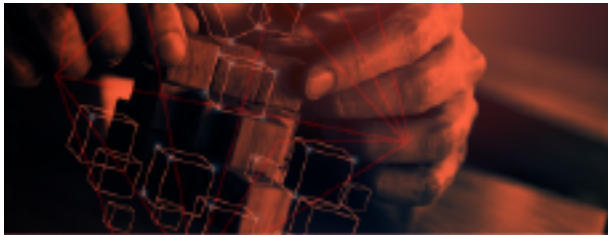


### Higher Compliance (SLA)

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

# WHY HAPPIEST MINDS

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.



# SUCCESS STORIES



## Australian Government Organisation

Automated AR process end-to-end. Includes invoice data extraction using OCR and integration with Tech

**One Time saving for AR upto 12 hours per month**



## Leading Beverages Company

Automated Purchase Order Management - vendor selection, RFQ receive quotes, approval processes

**Reduced cycle time to generate PO to 2 minutes**



## Leading Beverages Company

Automation of Accounts Payable process with invoice matching

**Processing time reduced by 90%  
Over 60% FTE reduction**



## Edible oil and Bio-diesel producer in APAC region

Automated Sales Report generation from SAP

**Generate sales report in 1.30 min.  
Faster sales insights**



## Leading IT Service Provider

Automation of payroll process involving data extraction in multiple phases throughout the month

**Reduced cycle time and efficient Payroll processing**



## Leading Insurance Provider

Insurance renewal process with huge volumes, large manual repetitive activities and required quick turnaround time

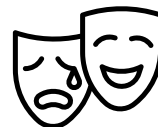
**80% reduction of manual activities  
Reduced cycle time in insurance contract generation**



## Leading Healthcare Provider

Automation of patient medical records management involving PDF data extraction and manipulation using OCR

**Savings of over 400 hours per month**













## Leading American Entertainment Production Company

Automation of complex indirect Tax reporting process

**Cycle time reduction from 2 hours to 5 mins  
Eliminated tax reporting errors**

# OUR PARTNERSHIP

 Microsoft Flow	 ANSIBLE	 TIBCO	 Appian	 MuleSoft
 ayehu	 UiPath	 softomotive	 DEMISTO	 splunk

\* All logos are property and registered trademarks of respective companies

Contact us at  
[business@happiestminds.com](mailto:business@happiestminds.com)

## About Happiest Minds Technologies

Happiest Minds, the Mindful IT Company, applies agile methodologies to enable digital transformation for enterprises and technology providers by delivering seamless customer experience, business efficiency and actionable insights. We leverage a spectrum of disruptive technologies such as: Big Data Analytics, AI & Cognitive Computing, Internet of Things, Cloud, Security, SDN-NFV, Blockchain, Automation including RPA, etc. Positioned as "Born Digital . Born Agile", our capabilities spans across product engineering, digital business solutions, infrastructure management and security services. We deliver these services across industry sectors such as retail, consumer packaged goods, edutech, e-commerce, banking, insurance, hi-tech, engineering R&D, manufacturing, automotive and travel/transportation/hospitality.

A Great Place to Work-Certified™ company, Happiest Minds is headquartered in Bangalore, India with operations in the U.S., UK, The Netherlands, Australia and Middle East.

[www.happiestminds.com](http://www.happiestminds.com)