

# **Hyperautomation**

**Putting people  
at the center again!**

A series of thin, light blue wavy lines that sweep across the bottom half of the slide, creating a sense of motion and flow.

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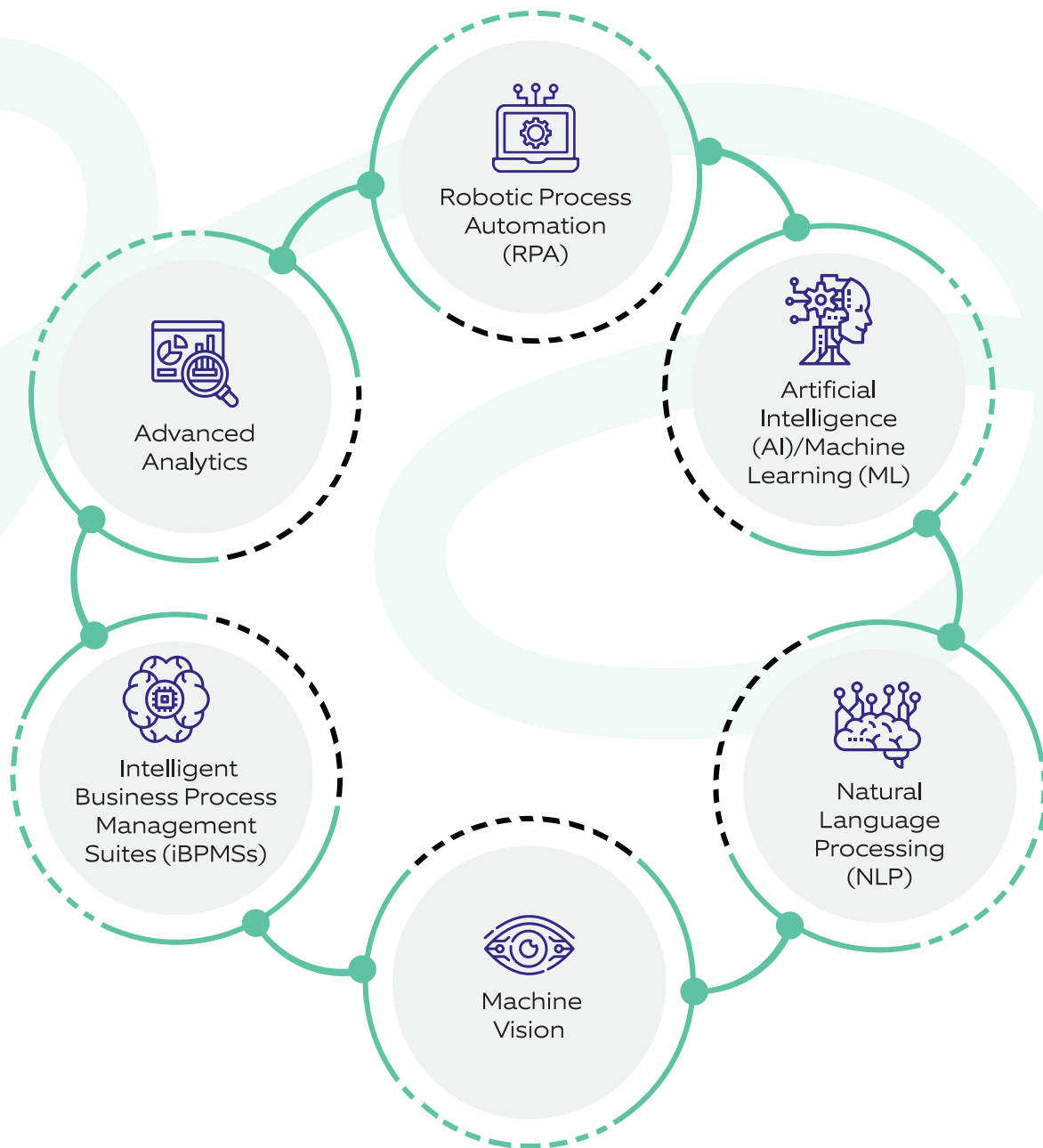
# Decoding Hyperautomation

According to Gartner's Top 10 Strategic Technology Trends for 2021, Hyperautomation was listed as the top trend that will drive significant digital disruption and massive opportunities for organizations over the next decade. Gartner has deemed hyperautomation as an unavoidable market state in which organizations must rapidly identify and automate all possible business processes.

## Gartner®

**The worldwide market for technology that enables hyperautomation will reach \$596.6 billion in 2022, according to a new forecast from Gartner, Inc. This is up from \$481.6 billion in 2020 and a projected \$532.4 billion this year.**

With a range of tools like Robotic Process Automation (RPA), Machine Learning (ML), and Artificial Intelligence (AI) working in harmony to create a cohesive automation suite – hyperautomation is a means for real digital transformation.



**Img: How hyperautomation uses a combination of multiple machine learning, packaged software, and automation tools to deliver work.**

**COHERENT**  
MARKET INSIGHTS

**An April 2020 report by Coherent Market Insights forecasts that the global hyperautomation market will increase at a compound annual growth rate (CAGR) of 19% between 2019 and 2027, surpassing \$23.7 billion by the end of the forecast period.**

# Difference between RPA, IA, and Hyperautomation

Automation is growing continuously to deliver improved business results while unlocking previously unthinkable opportunities. As human workers move from repetitive, high-volume tasks to activities that require finer cognitive insight, terms like Rule-based Automation, Intelligent Automation, Hyperautomation, etc come into picture. Here is a quick overview of the three to help you assess which one is the best for your automation journey now.

	Rule-based Automation	Intelligent Automation	Hyperautomation
Tools or technologies required	Performed by RPA automation tool such as bots	Performed by multiple machine learning modules and automation tools	Performed by multiple machine learning, packaged software & automation tools with smarter outcomes
Maturity level	Very Mature – Sophisticated, fast, and easy to implement	Scaling – Sophisticated AI-based process automation with cognitive ability	Transforming - Sophisticated AI-based process automation with cognitive ability and can loop humans into the process
Scope/ Coverage	Rule based, routine, repetitive tasks	Higher-function tasks that require some level of reasoning, decision, judgement	Complex and critical tasks can be augmented and automated at scale. Gartner states everything that can be automated, will be automated
Governance approach	Process-first	Process-first	People-first and Process-first

# The Hyperautomation Advantage

With hyperautomation, industries can unlock much more potential by leveraging advance technologies such as AI, Machine Learning, Machine Vision, and Natural Language Processing, to carry out more complex tasks in a better and faster way. This has numerous benefits including:



## **Accelerated Digital Transformation**

Automation allows for digital transformation processes to occur more quickly.



## **Seamless Customer Experience**

Implementing hyperautomation results in increased accuracy, fewer errors, and a faster turnaround time.



## **Faster ROI**

According to Gartner, by 2024, combining hyperautomation technologies with redesigned operating processes will cut costs by 30 %.



## **Increased Efficiency**

Gartner expects that by 2023, organizations will be able to run a full 25% more tasks autonomously with the help of hyperautomation.



## **Upskilling Employees**

Frees up more time for employees to focus on value driven tasks.



## **Accelerate Complex Work**

Hyperautomation transforms business by automating complex tasks and processes that usually depend on human input and knowledge, thereby bringing scale and speed to workflows.

By leveraging hyperautomation, businesses reap the benefits of enhanced performance, product quality, faster results, greater compliance, valuable insights with advanced analytics, and automated processes. It's time that businesses should see hyperautomation as an inevitable change.

# Hyperautomation Use-cases

## Banking

### Challenge

The average retail bank has between 300 to 800 back-office processes. They have shied away from automation as the sheer number of processes and levels of complexity involved is overwhelming. The existing situation leads to long transformation times and cost inefficiencies. Augmenting the current approach to reduce human error and inefficiencies is thus crucial.

### Approach

Hyperautomation can deliver solutions that use AI-based natural language processing tools to automate tasks where a human agent must read, extract and infer information from a document before repeatedly taking appropriate action. These solutions can perform these activities matching human output, even surpassing it at a fraction of cost.

### Nagarro Way

A state-of-the-art ML-based solution was created catering to the specific needs of financial institution. The AI solution we developed can mine information regardless of the page layout and map it with the text classification best suited to it. Increased accuracy and reduced processing time improved customer experience significantly. Furthermore, to ensure that our client remains future-proof, the platform auto-scales, leading to continuous improvements.





## Logistics

### Challenge

Customers today expect convenient and timely order deliveries making it crucial for logistic companies to optimize their last-mile delivery processes. Companies must improve their operations' accuracy, speed, efficiency, and delivery workflows to enhance customer experience.

### Approach

Within a supply chain, several processes can be automated, including warehousing and distribution processes. Delivering shipments on time without complication is a must in the transportation industry. More than ever, shipping companies rely on logistics automation services to coordinate freight, delivery times, customer support, contracts, and more.

### Nagarro Way

Nagarro built a machine vision-based AI solution to analyze the barcodes and text printed on courier boxes. With the help of the solution in the app, the device would scan and recognize the address area using Machine Vision and read the shipping label barcode. The answer would match the recipient's name and address through an intelligent algorithm. With digital lockers installed, the right locker would open and notify the recipient of the delivery. The solution resulted in a significant increase in accurate deliveries with a reduction in delivery costs for partners.





## Manufacturing

### Challenge

The manufacturing industry's dream is to achieve hyper-automated factories where robots perform every manual task. This would enable greater speed, efficiency, and superior quality control. However, the truth is that manufacturing companies are foregoing several opportunities.

### Approach

Manufacturing companies can merge RPA with AI and ML to make their business processes more cost-effective. The automation solutions can streamline back end, operational procedures, and core industrial processes, automate quality control, predictive maintenance, inventory management, among other things. It helps manufacturers in driving greater operational efficiency, reducing downtime, tracking equipment performance and drive informed decision making.

### Nagarro Way

Nagarro's hyperautomation solution driven with AI can efficiently determine the product defects and alert the system to take corrective measures promptly to avert the losses. Image processing can assess hundreds of machine learning algorithms and highlight defects by assembling them into a cloud database, thereby improving overall production quality and customer satisfaction without human involvement.



## Insurance

### Challenge

The manual way of handling the insurance process takes a lot of time, effort, and money. Not only that, it is error-prone. In the era of immediacy, insurers also need quick turnaround times as new customers call for easy, fast, and transparent responses.

### Approach

Hyperautomation can help the insurance industry unleash more potential by reducing the risk of errors and the overall processing time, which helps improve customer service. It brings together various automation techniques to augment human capabilities.

### Nagarro Way

Nagarro designed and developed an AI-based visual inspection mobile and web app to automate identification of cracks and seepage defects on walls/roofs while also computing the cost of fixing the defects. A guided image capture process, within the application, was developed to help policyholders take the right images and ensure data quality. These images are processed in real-time to identify the type and severity of the external body defects. The solution gave end-users the autonomy to share the photos of defects instead of using an employee to assess the damage. This helped gain customer trust and build confidence in the assessment result, increased efficiency and reduced time for evaluation.



# Getting ready for Hyperautomation

## Gartner®

**By 2024, Gartner anticipates that 75% of organizations will be investing in “at least four low-code development tools for both IT application and citizen development initiatives.”**

Before convincing stakeholders to invest in hyperautomation, it is imperative for organizations to ask questions like – what is our business intent? Are our employees willing to adapt? Does it make sense financially? Will it add value to our customers and improve their experience?

Once you determine when and if your company is ready, keep following tips in mind:



### Define Scope

Sketch a blueprint and define the scope of the transition. Which tasks need automation, what is the extent of work, what is the priority, what is the expected investment and return?



### Transition Planning

It is crucial to base any hyperautomation strategy on the existing levels of digitization and the business' capabilities across multiple technologies. Organizations must evaluate where they exactly stand with existing automation maturity and accordingly plan the next phase.



## Tools and Technologies

Identify a few initial tools and technologies to invest in to start building the hyperautomation processes internally. They should be aligned with the end objective and should seamlessly integrate with the existing IT infrastructure.



## Onboarding Employees

Before hyperautomation goes into effect, be sure to schedule adequate training seminars and simulations to onboard employees and ensure they understand the technology and why it's being implemented.



## Change Management

Change management is essential to drive the message that the goal of hyperautomation is to augment human capabilities by working alongside them to deliver maximum efficiency and allow employees to focus on tasks that add value.



## Adopt a Phased Approach

Roll out the changes in a phased manner by addressing the basic requirements first and making iterations for effective implementation and timely identification of constraints.

# Conclusion

Hyperautomation is taking the business world by storm and is here to stay. By streamlining business processes and enhancing the customer, it creates a win-win situation for organizations. With AI, Machine Learning, Machine Vision, and Natural Language Processing - a whole new set of complex activities can be automated, and businesses can bring significant scale and speed to their workflows. Hyperautomation, with its holistic oversight of operations and iterative approach to improving once-manual duties, gives companies that competitive advantage they need to survive and thrive well beyond 2022.

## About Nagarro

In a changing and evolving world, challenges are ever more unique and complex. Nagarro helps to transform, adapt, and build new ways into the future through a forward thinking, agile and CARING mindset. We excel at digital product engineering and deliver on our promise of thinking breakthroughs. Today, we are 12,000 experts across 27 countries, forming a Nation of Nagarrians, ready to help our customers succeed.