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TEKSYSTEMS HYPERAUTOMATION ISSUE | SUMMER 2023



## MASTERING THE ORCHESTRATION OF HYPERAUTOMATION

From Chaos to Concerto

# Hyperautomation: The Need for Speed

Admit it—for all the things you love about your job, there are a few loathsome, mundane and downright boring aspects of it that you wish you could eliminate. Well, guess what? You can! For all the dire warnings and “The sky is falling!” claims about the advent of AI and automation, that’s a major silver lining. Imagine taking all those boring, repetitive tasks you hate and making the machines do them instead. Then, think about what you could do with that time—imagine the creativity, productivity and deep focus work it could unlock!

Now, imagine that at scale across an entire enterprise. Sounds like a market leader to me.

That’s what hyperautomation is all about and why enterprises are so excited about the technology and its possibilities. Combining the speed and precision of machines with the creativity and innovation of humans unlocks a world of possibilities. So, what are you waiting for? The time is now, embrace hyperautomation!



**Sharon Florentine**  
Contributing Editor



## 01

### THE CHANGE AGENT

From robotic process automation to artificial intelligence (AI), the potential of hyperautomation to harmonize the business is vast. Leading organizations are powering their businesses forward with strategic orchestration.

[PAGE 7 >>>](#)

## 02

### MARKET PERSPECTIVE

As organizations use automation to gain efficiencies and create differentiated customer experiences, they must transform the business. Here, we explore a white paper from the [Everest Group](#) that sheds insight on what organizations should consider.

[PAGE 13 >>>](#)

## 03

### TEKSYSTEMS' PERSPECTIVE

TEKsystems leaders Jennifer Kling, Alysha Mallon and Erin McMahon share their points of view on how organizations can leverage automation to enhance customer experiences, reduce operating costs and increase profitability.

[PAGE 19 >>>](#)

# THE CHANGE AGENT

From robotic process automation to artificial intelligence (AI), the potential of hyperautomation to harmonize the business is vast. Leading organizations are powering their businesses forward with strategic orchestration.

# 01

## Hyperautomation to Maximize Business Potential

As digital transformation matures, it becomes less of a competitive differentiator. Now, it's all about speed and velocity of digital transformation. Now, even automation isn't fast enough to keep you ahead of the competition—you need hyperautomation. As businesses seek out ways to streamline business processes and increase speed and agility, better connectivity across the enterprise is needed to expedite progress. That's where hyperautomation comes in.

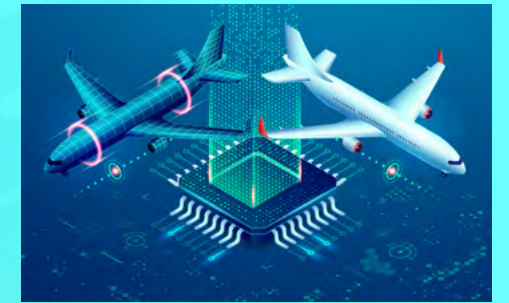
Hyperautomation boosts the automation of business processes (e.g., production chains, workflows, marketing processes, etc.) by introducing advanced technology tools such as AI, machine learning (ML), and robotic process automation (RPA). Through this seamless integration, hyperautomation empowers organizations to automate both complex and mundane tasks, streamline business processes, and drive unparalleled levels of productivity and agility.

Hyperautomation uses an evolving set of AI technologies to rapidly identify and automate almost any business processes imaginable. But despite the fear-mongering, that doesn't mean machines will destroy jobs. Instead, people and robots can work together from completing basic operations to more complex, long-running, end-to-end business processes. With an increase in efficiency, hyperautomation technology will empower everyone in the organization to follow suit. Take customer support for example. A chatbot can alleviate tasks for tier 1 or tier 2 support teams when a user locks their account by providing automated self-service options to guide user through the account recovery process. Additionally, the chatbot can offer real-time troubleshooting suggestions, reducing the need for immediate human intervention and allowing support teams to focus on more complex issues.

SECTION 01 | THE CHANGE AGENT



### DIGITAL TWINS



Digital twins were originally developed for engineers to test and fine-tune physical machinery such as engines and turbines. Hyperautomation allows organizations to create a virtual representation of a company's existing processes, services or products. The digital twin is automatically generated through a combination of process mining and task mining, enabling the organization to better visualize how certain functions, processes and key performance indicators interact with each other and create value, as well as how new automation could either drive more value or spawn new or unforeseen complications.

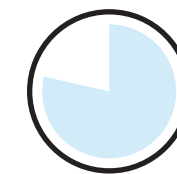


By 2026,  
the market  
for software  
that enables  
hyperautomation  
will reach nearly  
**\$1.04 trillion.**<sup>1</sup>

Every industry is exploring ways to integrate hyperautomation tools that streamline processes, improve efficiency and enhance overall productivity. Examples of how hyperautomation is used for business process automation in different sectors include:

- **Financial services** - Fraud detection and prevention are major concerns in the financial services sector. AI-powered algorithms can analyze large volumes of data to identify patterns and anomalies, enabling real-time fraud detection and prevention measures.
- **Healthcare** - Hyperautomation can facilitate patient data management and assist in digitizing and managing patient records, including data extraction, classification and storage, facilitating easy access and retrieval of medical information.
- **Manufacturing** - Companies can optimize their supply chains with intelligent cloud-native automation. Hyperautomation tools analyze supply chain data, optimize inventory levels, forecast demand and enable seamless coordination between suppliers, manufacturers and distributors.
- **Retail** - Customer support is enhanced via AI-powered chatbots and virtual assistants, which can handle customer queries, provide product information and offer support, improving response times and customer satisfaction.

Adopting hyperautomation concepts can harmonize the approach of virtually any current process in any industry, as bots and other technologies can take over time-consuming, error-prone and repetitive tasks. Once the groundwork is laid, hyperautomation can help a business focus on digital transformation efforts rather than the day-to-day tasks that would otherwise prevent the opportunity to dream up new ideas that move the business forward.



**80% of organizations** will have hyperautomation on their technology roadmap within the next 24 months.<sup>2</sup>

# MARKET PERSPECTIVE

As organizations use automation to gain efficiencies and create differentiated customer experiences, they must transform the business. Here, we explore a white paper from the [Everest Group](#) that sheds insight on what organizations should consider.

# Hyperautomation



What factors are driving but also preventing automation in the enterprise?



**Everest Group:** Organizations' transformation efforts are siloed and are being carried out in specific business units. Such disconnected investments may yield some initial quick returns, but these are minuscule when compared to the potential benefits achievable from establishing a unified digital operating model.

Substantial benefits can be reaped if enterprises understand the activities that drive customer value and make targeted efforts to improve and enhance them. For instance, insurers such as Allstate and Metromile have established innovative business models while employing analytics to offer usage-based insurance and enhance benefits for the customers. In another example, Amtrak has a chatbot solution that helps visitors plan a vacation, book reservations, navigate Amtrak.com and get route information, among other things. For any enterprise to be able to innovate at scale and identify transformational revenue-enablement opportunities, it is imperative to transform its core operating model. With a well-defined and structured digital investment strategy, digital solutions can interact with each other in a unified ecosystem to drive business outcomes.





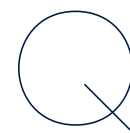


What are some of the characteristics of a unified digital ecosystem?



**EG:** Some of the key features of an integrated digital ecosystem include:

- » **Driven by user experience:** Digital strategies in such an ecosystem are centered around innovating on user experience and not driven by quick-fix solutions initiated by siloed units. These strategies establish collaborative and interactive digital workflows throughout the organization, and different levers such as omnichannel, self-service and chatbots are the front-end champions working seamlessly with the background data and technology layers.
- » **Embedded with intelligent automation:** Future-ready digital workflows require smart automation capabilities embedded throughout the value stream, in which man and machine work interactively to maximize efficiencies, talent throughput, and utilization and enable error-free decision-making.



What are some of the technical requirements that organizations should use to evaluate the relevance of automation technologies to the business?



**EG:** An enterprise looking to transform its operating model can score requirements based on the level of importance to the organization. Some technology requirements might include:

- » We want a unified, lean, resilient, future-ready platform architecture to enable a hyperautomation ecosystem encompassing the cloud, cognitive and automation.
- » We believe that a modernized and completely scalable technology stack is a key priority for our growth.
- » We need to integrate automation and AI seamlessly into our technology ecosystem for competitive advantage.
- » We are looking to break data silos to unlock exponential value from centralized data and analytics.



# OUR PERSPECTIVE

TEKsystems leaders Jennifer Kling, Alysha Mallon and Erin McMahon share their points of view on how organizations can leverage automation to enhance customer experiences, reduce operating costs and increase profitability.

# 03

## Harmonizing Your Business

In the age of rapid technological advancement, businesses are continuously seeking ways to streamline business processes and unlock greater efficiency. One transformative approach that has gained significant attention is hyperautomation. By combining AI, ML and RPA, companies are deriving immense business value, revolutionizing their processes and accelerating enterprise digital transformation. Orchestrated correctly, hyperautomation allows companies to transcend beyond the limits of each process and automate almost any arduous and scalable operation.

Hyperautomation serves as a catalyst for enhancing operational efficiency by streamlining and automating complex workflows. By leveraging AI and ML algorithms, businesses can analyze vast amounts of data, identify patterns and make informed decisions swiftly. Repetitive, rule-based tasks that were once time-consuming and error-prone are now automated, allowing employees to focus on higher-value activities that require human expertise and creativity.

Employee time is often consumed by mundane, repetitive tasks that ultimately aren't delivering real value to the business. When employees are tasked with repetitive and mundane activities the likelihood of errors increases, leading to potential risks and productivity setbacks. Hyperautomation can effectively redirect a company's focus from background work to developing cutting-edge ideas and concepts. It combines several process automation components, merging tools and technology to enhance labor automation. It's an opportunity to truly augment workers rather than supplant them.

For example, organizations can automate complex processes with hyperautomation by integrating with RPA, enabling chatbots to automate complex tasks that involve multiple systems or databases. They can retrieve data, update records, generate reports or perform other routine activities, freeing up human agents to focus on more strategic or complex tasks.

*"Cultivate a **continuous improvement mindset**. Establish mechanisms for systematic monitoring, evaluation and improvement. Analyzing performance metrics, identifying bottlenecks and iteratively refining automation processes are crucial to achieving long-term success."*



**Jennifer Kling**  
Director, TEKsystems



## SECTION 03

"Before implementing any technology solution, you need the **right processes in place**. Without a strong foundation and defined outcomes, the technology won't deliver the expected business value."



**Alysha Mallon**

Regional Director,  
Digital Workplace Services, TEKsystems



Successfully implementing hyperautomation requires careful planning, alignment between technology and business objectives, and a focus on people and processes. Although the benefits outweigh the challenges, implementing hyperautomation in business is not an easy feat. Keep in mind early on some common hurdles:

- **Complexity and integration:** Hyperautomation involves combining multiple technologies and systems. Ensuring seamless integration and compatibility between different tools and platforms can be complex and challenging.
- **Skill and knowledge gap:** Effectuating hyperautomation requires expertise in various areas, including programming, data analysis, AI and process optimization. Ensuring the right skill sets are available within the workforce is key.
- **Change management and culture:** Hyperautomation initiatives often involve significant changes in business processes, roles and responsibilities.
- **Data availability and data quality:** If it's too difficult to access data or the "single source of truth"—data silos often emerge and operate outside of the purview of IT. This leads to data inconsistencies across silos and creates inefficiencies across the organization due to data replication.
- **Security and compliance:** As business process automation technologies handle sensitive data and perform critical tasks, ensuring robust security measures and compliance with regulations becomes paramount.

### Transforming Organizations to Thrive Thru the Benefits of Hyperautomation

Hyperautomation can provide a framework for businesses to thrive instead of simply surviving. Automation and human participation aren't mutually exclusive—when combined, they give enterprises enhanced client experience, reduce operating costs and increase profitability. Hyperautomation enables staff to be trained on the optimal way to do their job with updated business and market knowledge. Instead of getting caught in repetitious, low-level chores, staff will continue to solve issues and provide innovative solutions. Hyperautomation can help any organization with their optimization goals by enhancing workplace operations, bringing the focus back to providing value to the business and their customers.

Hyperautomation represents a transformative force for businesses, providing unparalleled opportunities to streamline processes, improve customer experiences and achieve sustainable growth. By embracing AI, ML and RPA, organizations can unlock the full potential of automation, optimize resource allocation and stay ahead of the competition. Companies are discovering the immense business value hyperautomation offers, and the future belongs to those who leverage this powerful amalgamation of technologies to drive innovation and redefine their operational landscapes.

"Whether implementing a chatbot, AI or other **automation technology**, it's critical to understand what that implementation means for your customer. Then you can work to influence and shape the adoption of the tools that will **drive efficiency in your business**."



**Erin McMahon**

Director, Digital Workplace Services, TEKsystems

## Real-World Application: CVS Health

Hyperautomation initiatives vary in size and scope and are being implemented across a wide range of industries, from [financial services](#) and [retail](#) to [telecommunications](#) and [healthcare](#).

In the healthcare sector, hyperautomation has the potential to revolutionize billing processes by automating the collection and consolidation of billing details from multiple departments, eliminating the need for human intervention. AI and RPA tools can identify medical policy coverage and conditions, while intelligent chatbots automate and support bill submissions. ML-powered voice recognition enables efficient transcription of speech into text, handling numerous cases simultaneously. These hyperautomation processes lead to improved back-office and customer-facing operations, enhancing the overall customer experience and increasing operational efficiencies.

According to data revealed during the [Big Data Expo North America Conference](#), 74% of customers prefer chatbots for answers to simple questions. A study from [JAMA Internal Medicine](#) found that chatbot responses to patients' questions asked on a public social media forum "were preferred over physician responses and rated significantly higher for both quality and empathy."

According to [Gartner](#), healthcare company [CVS Health](#) has developed a system to streamline cross-functional, manual tasks like receipts, payments and issue resolution. The system relies on a combination of AI, RPA, machine learning, data analytics and natural language processes (NLP) to deal with errors and exceptions and speed up processes. While minimizing the risk associated with human errors, the company has been able to curtail administration time and costs, deliver a competitive differentiator by curating personalized benefits scenarios, and onboard new accounts efficiently.

*All information shared herein was accessed from public sources as indicated and is not indicative that the named entity is a TEKsystems client nor that the work was performed by TEKsystems.*



# TEKsystems' Tips

When implementing hyperautomation in your organization, here are some tips and **best practices** to consider:



**Develop clear business objectives:** Clearly define your organization's goals and objectives. Identify the specific processes, tasks or areas where automation can bring the most value.



**Take a collaborative approach:** Involve employees from various departments to gather insights and ideas. Engage cross-functional teams, including IT, operations and business units, to ensure a holistic approach to automation execution.



**Start small and scale gradually:** Begin with pilot projects or smaller automation initiatives to validate the effectiveness of your automation strategy. Once successful, expand and scale automation efforts across the organization.



**Build an automation roadmap:** Develop a roadmap that outlines the sequence of automation initiatives, prioritizes processes and sets achievable milestones. This roadmap will guide your organization through the implementation process.



**Empower your employees:** Provide proper training and support to employees affected by automation. Help them understand the benefits and how automation can enhance their work. Encourage upskilling and reskilling to ensure a smooth transition.



**Consider change management:** Execute effective change management practices to address any potential resistance or challenges from employees. Clearly communicate the purpose of automation, involve employees in decision-making and provide ongoing support throughout the transition.



**Foster a culture of innovation:** Hyperautomation is not a one-time project; it's an ongoing journey toward enterprise digital transformation. Encourage a culture of innovation and continuous improvement within your organization. Empower employees to identify automation opportunities and contribute ideas for process optimization.



**Demand strong data governance:** Data is an enterprise-wide asset that plays a crucial role in automation and decision-making. Establish policies and mechanisms to control and protect it.

**REMEMBER:** Successful hyperautomation implementations require a strategic approach, collaboration and a focus on employee empowerment. Once an organization assesses the specific needs and goals of the organization to develop a tailored hyperautomation strategy and overcome implementation hurdles, hyperautomation can quickly be executed.

## TEKsystems Portfolio

### • IN GOOD COMPANY

Transformational technologies demand equally transformative partnerships. Full-stack capabilities coupled with depth and diversity of experience in leading platforms that help organizations grow, innovate and thrive.

- As an [AWS Premier Tier Services Partner](#), TEKsystems covers the full spectrum of Amazon Web Services (AWS) initiatives. From design, migration and implementation to adoption and improvement, continuous integration and delivery (CI/CD) to infrastructure as code, lean Agile and more—we're there.
- As a [Google Cloud Premier Partner](#), we support the full spectrum of delivering Google Cloud initiatives, from design, migration, and implementation to adoption and improvement, covering CI/CD, infrastructure as code, Lean Agile, data analytics, AI, machine learning, Gen AI and more. We're there every step of the way navigating today's complex, multicloud environment to help you maximize your investments and build for the future.
- As a [Microsoft Gold-Certified Partner](#), we bring qualified expertise and deep experience to help you maximize ROI and achieve real value. From discovery and design to adoption and improvement—we'll tailor our solutions to meet your needs and help you stay ahead of what's next.
- As a [Red Hat Premier Business Partner](#), we provide qualified technical leadership, open-source expertise and scale to help you get the most out of your Red Hat products—no matter where you are in your modernization journey.
- With 30+ SnowPro certified architects, our [Snowflake Elite Partner](#) status highlights our proven skills and experience to help you leverage Snowflake's innovative technology and achieve data-driven results.
- As a [ServiceNow Elite Partner](#), we bring experience and subject matter know-how to help you drive your ServiceNow initiatives. From implementation to optimization—we'll tailor our services to help you stay ahead of the curve and accelerate the adoption of ServiceNow solutions.

The views and opinions expressed in this publication are those of the authors and do not necessarily reflect the views of TEKsystems, Inc. or its related entities.

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## About TEKsystems®

We're TEKsystems. We accelerate business transformation for our customers. We bring real-world expertise to solve complex technology, business and talent challenges—at global scale. We're a team of 80,000 strong, working with over 6,000 customers, including 80% of the Fortune 500 across North America, Europe and Asia, who partner with us for our scale, full-stack capabilities and speed. We're strategic thinkers, hands-on collaborators, helping customers capitalize on change. We're building tomorrow by delivering business outcomes and driving positive impacts in our global communities. TEKsystems is an Allegis Group company. [TEKsystems.com](https://www.teksystems.com).

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1. Forecast Analysis: [Hyperautomation Enablement Software](#), Worldwide, Gartner.
2. [Automation Trends](#), Salesforce



