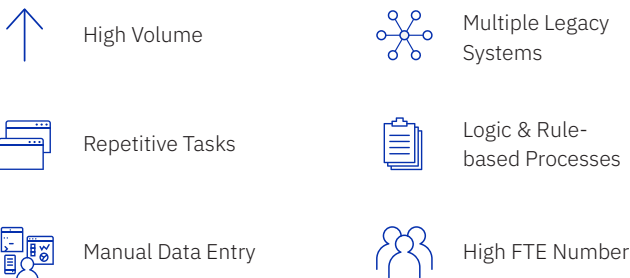# Intelligent Automation for Public Service

A Case for Change

Mirroring the private sector, the pressure to do more with less has emerged as a central operating theme for Federal, state and local government agencies. These agencies, as well as higher education institutions, must take advantage of technological advancements to improve efficiency and meet cost reduction goals while maintaining the same standard of service.

The Digital Worker

Today's business leaders consider the digital worker a key component of their workforces. In simple terms, a digital worker is a software robot programmed to execute a task or a series of tasks by mimicking a human's actions. Using robotic process automation (RPA), these robots are programmed to capture and understand information, process a transaction, manipulate data, generate responses and communicate with other applications. These software bots work through systems' graphical interfaces, including web browsers, but can also be integrated via application programming interfaces (APIs).

Processes Best Suited for Robotic Process Automation

High Volume

Multiple Legacy Systems

Repetitive Tasks

Logic & Rule-based Processes

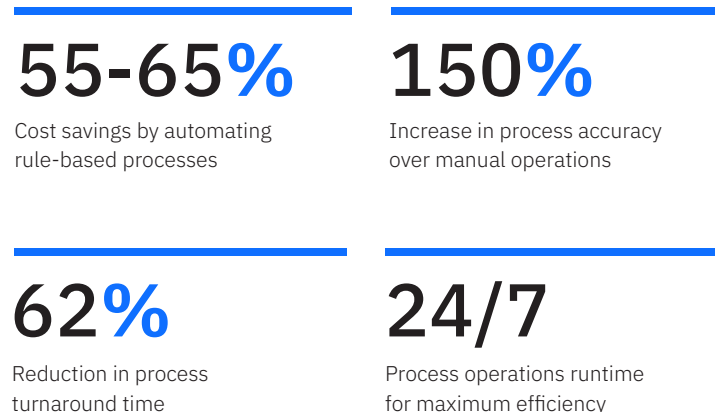Manual Data Entry

High FTE Number

Intelligent Automation

Where the RPA platform and software bot provides the hands for a digital workforce, a well-placed cognitive tool provides the workforce its brain. IBM's Intelligent Automation (IA) incorporates recent advances in cognitive technology to transform the digital workforce from a simple, process-driven team of task executers to an orchestrated body capable of decision making, self-healing and continuously improving.
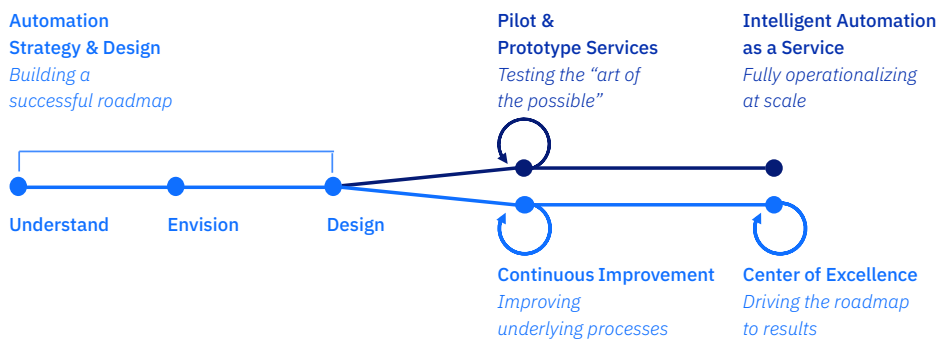
Features of IBM's Intelligent Automation

Natural language processing
Ability to understand and interact using human speech as spoken or typed

Machine learning systems
Ability to train bots as they encounter new situations to continuously improve

Internet of Things (IoT)
Integration of IoT sensors and connected environments to provide bots with insights and instructions

Continuous Monitoring
Live, autonomous monitoring and assessment to adjust bots' activities and load balance in real-time

Advanced Analytics
Ability to gather understanding from data to diagnose issues and make recommendations

BPM integration
Integration into existing business process management tools to enable seamless process

Why IBM?

To help you capitalize on the potential of intelligent automation, IBM stands ready with the expertise and experience necessary to build a customized blueprint for your organization's automation journey. IBM has a comprehensive, phased approach to enterprise-wide intelligent automation that can help your organization quickly and effectively realize its various benefits. IBM brings a full lifecycle of automation services, a user-centered and design driven approach, leading edge cognitive technologies, one of the world's first and largest cognitive consulting practices, and strong strategic partnerships with all major RPA vendors.

Benefits

55-65%
Cost savings by automating rule-based processes

150%
Increase in process accuracy over manual operations

62%
Reduction in process turnaround time

24/7
Process operations runtime for maximum efficiency

The Intelligent Automation Journey

To capitalize on the potential of intelligent automation, every organization needs a blueprint for their automation journey – a phased approach to enterprise-wide intelligent automation that helps the organization realize the benefits of automation. Government's ability to capitalize on the potential of Intelligent Automation ultimately depends on the approach it takes. We recommend a holistic, enterprise-wide approach that puts the user at the center of strategy and design, puts in place the right governance and change management mechanisms, continually improves with traditional business process improvement tools, proves value with collaborative, rapid prototyping, and leverages a managed service model. The journey starts with a strategy and design as a piece of a larger process assessment that evolves into a center of excellence and continuous process improvement effort. In parallel, automation opportunities move into an iterative pilot and prototype phase and ultimately to production and an "As a Service" model.

IBM Intelligent Automation Offerings

Automation Strategy & Design
Building a successful roadmap

Pilot & Prototype Services
Testing the "art of the possible"

Intelligent Automation as a Service
Fully operationalizing at scale

Understand   Envision   Design

Continuous Improvement
Improving underlying processes

Center of Excellence
Driving the roadmap to results

Intelligent Automation as a Service

IBM's Intelligent Automation as a Service offering delivers automation at scale using this model, while still allowing organizations to pick and choose RPA software, cognitive solutions and hosting options at their discretion. This model allows you to access a full suite of IA technology and services at a lower cost, via a subscription based pricing model, because service providers can capitalize on economies of scale, best practices and lessons learned, and the latest technological innovation. Buying as a service, rather than procuring and managing automation tools on a case by case basis within the IT department, lets you focus on mission and lets the private sector provide innovative, continuously improving automation solutions as a service.

Components of the Intelligent Automation as a Service (IAaaS) Offering
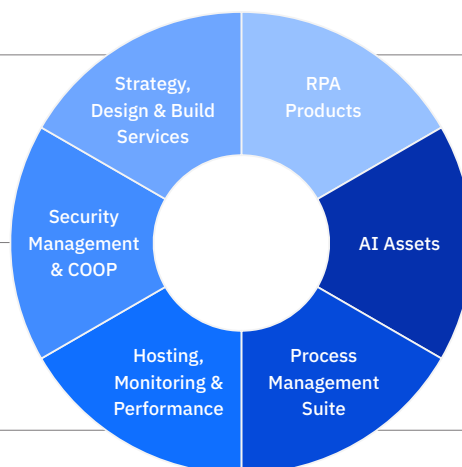
Strategy, Design & Build Services
Digital Strategy consultants help define process automation strategy and plan

Security Management & COOP
Web services based integration with IRS systems over secure transport layer (SSL)

Hosting, Monitoring & Performance
Fully hosted solution in U.S. based, FedRAMP compliant federal data centers

RPA Products
Automation of repetitive human tasks

AI Assets
Voice recognition and natural language processing to gather user inputs

Process Management Suite
Business Process discovery and modeling in standardized format (BPMN2)

To Learn More Contact Jason Prow jprow@us.ibm.com

IBM Automation by the Numbers

>3.5K projects
Extensive experience deploying automation projects – over 3,500 projects driving $1B in cost savings

50 IBM clients
Operational experience running robotics command centers across 50 IBM clients

>1K developers
Pool of trained and certified automation application developers – over 1,000 developers world-wide across IBM

6.1K processes
Object library of 6,100 reusable automation processes

2K consultants
2,000 business consultants across all sectors to provide deep industry knowledge and operating experience