

# HOW DIGITAL ROBOTICS DRIVES IT SERVICE OPTIMIZATION

## COMPUTERS ARE AUTOMATING EVERYTHING... WHY NOT IT?

The never ending pursuit of productivity in the Western economies is rooted in automation and leveraging technology to maximize human capability. Amazingly enough, the only industry that has not pushed for automation within itself is Information Technology ("IT"). This is engrained within the pace of change IT needs to continuously absorb new waves of technology. However, with the growing infrastructure entrenched in legacy systems, IT is struggling to meet the security & compliance requirements and the complex mesh of end point devices, all the while trying to keep costs from growing exponentially. Robotics is the natural path to automation, but has surprisingly been resisted by the industry that has always been the first to seek leveraging technology in all other industries.

This document explores the areas within the IT operational functions in the integration, consolidation of supporting activities (with a focus on automation) and workflow robotics for repetitive/low value tasks.

Recent reports from Gartner Group and Forrester have identified that with new advancements in robotic automation there is an opportunity for organizations to build a Virtual Back office with "Robotic FTE's" in their local operational area to process manual, rules based back office processes at a new economic price point and at a new speed which makes automation viable whilst supporting operational agility and ensuring system and operational integrity. This provides a new, third sourcing option, which means processes can potentially be repatriated and skilled staff can be deployed into customer facing, high value roles.

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driving down costs in IT services for a very simple and fundamental reason, we could not have survived without it. With the recent growth in off-shoring of IT professional services and the perhaps naïve and principled belief in maintain the very high standards of quality and service the company is recognized for, the only way to maintain these services at the cost that could compete with significantly lower off-shore labor costs was to hire hundreds of robots. We have explored every area of service optimization using lean principles to drive out every inefficiency possible, through automation. Let's explore some of these in this white paper.

IT Service Optimization can encompass a broad array of areas:

- Rationalization
- Process Optimization
- Business/IT Alignment
- Governance
- Knowledge Management
- Simplification
- Data Analytics
- Smart Sourcing
- Integration
- Standardization
- Automation

Service Chain Optimization is the application of processes and tools that embrace all functions for improving the efficiency, productivity and, eventually, the profitability of service

organizations. In this regard, profitability of a service organization is measured by the revenue generated from service demand (in the form of service work orders being carried out), and by the costs due to activity of the enterprise's human resources (who provide the service). Service chains consider the full life-cycle of service demand from early stages of forecasting, through planning, scheduling, dispatch, execution and post-analysis. – Wikipedia

Due to the vast nature that can consume an IT Service Optimization program, focus areas can merge and affect varying service delivery functions. Robotic Automation, in this context, refers to process automations where computer software drives existing enterprise application software in the same way that a user does. This means that unlike traditional application software, Robotic Automation is a tool or platform that operates and orchestrates other application software through the existing application's user interface and in this sense is not "integrated".

Today's CIO serves as a perfect example on the study of balance. On one scale stands vendor management, legacy systems, cloud and utility services and the art and science of keeping the IT machine oiled and in top running form. On the other scale stands some of the messier aspects of running a department, such as unintentional inside security risks, geographically dispersed contract workers, flat budgets and the seemingly never-ending needs of every business unit -- all at the same time. – CIO Insight 3/01/16



Manufacturing and supply chain industries throughout the world have embraced robotic automation, enjoying the benefits of quality, efficiency and productivity through removing repetitive and manually intensive tasks. Thus, being able to respond quickly to new markets and regulatory demands.

There are millions of people working in back office functions repeating the same processes and procedures daily or being asked to respond quickly with resources and process to support ever changing business demands. Process and workflow automation are now ripe for taking advantage of advanced automation and robotics/intelligent systems.

## EI AND DIGITAL ROBOTICS

Over the last several years, robotic systems have continued to mature and is now invading business IT - not in the traditional way, but rather as an expert system. These new digital robot systems are capable of performing everyday functions in IT: responding to events, handling requests, detecting cyber threats and performance management – freeing up the IT workforce to focus on more strategic tasks.

## BENEFITS OF AUTOMATION/DIGITAL ROBOTICS WITHIN A SERVICE OPTIMIZATION STRATEGY

EI believes that digital robotics can play a significant role in changing the “Operational Paradigm” of spending 80% of the IT budget on legacy systems. Digital robotics shifts the model from labor intensive service delivery to a transaction based and customer experience focus. EI also believes that digital robotics automation has the ability to shake up the traditional labor savings presented by offshore outsourcing. As technology and demand improve, deployment and implementation time will shrink at astonishing rates, according to major players in the space.





## CONCLUSION

IT Service Optimization will become an ongoing initiative for most leading organizations. The quest to reduce IT spend, increase efficiency and compete in a global economy demands this need. Organizations across all industries can achieve significant benefits by developing, funding, and managing ongoing automation and robotics capabilities. Otherwise, the only alternative is to explore lowest labor cost for repetitive and menial IT tasks.

The shift to digital robotic automation will dramatically and permanently change the business and pricing models in the IT outsourcing and business processing arena. It will provide a great advantage for CIO's - and be dangerously disruptive for the many businesses that do not make the change. Digital robotics is here to stay, which means it is time for the "C" level executives to get on board.

