Can't Touch This

A process seamlessly adapting to its environment, optimizing itself without human intervention – is that even a process anymore?

When all you have is a hammer, everything looks like a nail. Optimizing processes by cutting out yet another inefficiency, leveraging yet another lean opportunity, only brings you so far. As the need for radical business agility continues to accelerate, there is limit to the classical process way of responding to complex events in real time. Driven by AI, fixed and inflexible processes can be replaced by powerful reasoning systems. These systems fluidly adjust to whatever situation occurs, anticipating next-best actions and resources needed on the fly. And as they continuously learn from what works and what doesn't, they increasingly become hands - and care - free. Stop! Hammer Time: the self-driving enterprise is coming.

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WHAT

- Hyperscale and touchless processes are a reality. It needs to reimagine the end-to-end process in a frictionless way with strong transformation and delivery capabilities.
- Business Rules Management System (BRMS) solutions externalize decision logic from applications, allowing both IT and business experts to define and manage decision logic. This logic can then be executed by Business Rule Engine (BRE) systems.
- Structured methodology adapts to the new ERP (Enterprise Resource Planning) roll out, creating bespoke levers to help organizations maximize value for money.
- Dynamic case management systems capture and process business events across process silos, providing end-to-end intelligence and optimized outcomes on a case-by-case basis.

USE

- A large consumer goods company used the power of DGEM with HANA environments to set up their finance back office support services around the world.
- Utilizing the AI-powered cash collection assistant, a large retail company improved their customer satisfaction ratings by reducing the dependency on their helpdesk agents to resolve vendor queries quickly.
- PayPal managed to reduce its fraud rate to just 0.32% of revenue using a sophisticated deep learning system that analyzes transactions in real time.
- A transport company used AI-based case management to streamline and automate the management of customer correspondence, leading to an 85% reduction in manual case preparation and handling.
- Soon, with automated drones and robotic warehouses, ordering to Amazon will simply activate an end-to-end touchless process that will deliver the order in an as-frictionless as possible way.

IMPACT

- Collaborative working across business units delivers detailed process mapping on the new HANA environment, ensuring the Target Operating Model fits the new HANA design roll out.
- Identifying platform optimization opportunities as part of transformation advances the benefits case from the tools landscape.
- Reducing the turnaround time for the collections process improves customer satisfaction.
- Impact process efficiencies and opportunities to setup, design and grow the client environment.
- Split-second responses to high-volume data streams and events in real time, particularly regarding the IoT (Internet of Things) and digital customer channels.

TECH

- Microservices and Cloud Native: Docker, Kubernetes, node.js, API, Devops, serverless on AWS, Azure or Google
- Business rules and decision management: Prowler.io, Drools Open Source, Oracle Policy Automation, Pega Customer Decision Hub
- Complex event processing: Amazon Kinesis, SAP Complex Event Processing, Tibco Business Events, Apache Flink, Esper
- Methodology: DGEM

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