

Hyperautomation Adoption in the Post-COVID Era

COVID 19 had a severe impact all over the world. Not only was there a significant loss of life, it also struck hard at the core of major sectors and industries. Lockdowns and loss of jobs were just the tip of the iceberg hiding the major issues like the utter downfall of the Global Economy, lack of proper Healthcare Management, etc. However, things subsided when people, resilient as they are, chose to fight this pandemic and rose to the occasion. Work from home no longer was an unheard concept, digital mediums were adopted overnight, and healthcare became available online along with other online services. This quick response to this crisis was possible because hyperautomation played a major role in finding alternatives to the conventional way of doing things.

What is Hyperautomation? Hyperautomation refers to the use of a series or combination of technologies to automate, simplify, discover, design, measure, and manage workflows and processes across various enterprises.

Key components of Hyperautomation:

- **Robotic Process Automation (RPA):** It is the use of a computer tool to automate repetitive tasks with “bots” with zero or minimal human intervention.
- **Business Process Management (BPM):** It is fundamentally a discipline that uses various methods to analyze, discover, create, calculate, improve and optimize business processes.
- **Artificial intelligence (AI) and Machine learning (ML):** Artificial intelligence is the application of advanced analysis and logic-based techniques to independently analyze and take action. Machine learning is the ability to automatically learn and improve from experience without being explicitly programmed.
- **Advanced analytics:** It is the independent or semi-independent examination of data or content using sophisticated techniques and tools, to discover deeper insights, make predictions, or generate recommendations.

Current Scenario

Recently times have been quite difficult in the COVID 19 situation, but it has been noticed that leaders who have been slow in adopting automation technologies such as Robotic Process Automation, Artificial Intelligence, and Machine Learning have started to leverage them as a way of cutting costs during economic turmoil, providing faster customer service, and revamping their distributed work operations.

Robotics is playing a vital role in paving the way for a brighter world in the upcoming future. We are witnessing a major shift in the usage of automation in almost every sector. Even the hospitals are rapidly deploying new technologies to support their staff better these days, and they also have been facilitating a lot of changes that concern automation. Hyperautomation is the beacon to bring business and IT together to achieve end to end automation.

Hyperautomation can overcome some of the challenges of approaches that rely on a single automation tool. This allows organizations to move beyond the shackles of individual processes and automate nearly any tedious and scalable task. Automation, however, requires careful planning and implementation. Organizations need to realize how digital technologies will fit into their existing workflows, as well as what roles they will play in new processes. Just by implementing automation into a business process without understanding the role that it will play, or automating a process that is already malfunctioning, can have major consequences at the organizational level. This is where leading RPA services providers like CIGNEX are enabling enterprises evaluate the benefits of automation at their level. Leading organizations are today relying on CIGNEX for running their end to end automation & Hyperautomation programs.

Hyperautomation in various Industries

Integrating RPA, AI, ML, and other technologies in the work processes of various industries can eliminate a lot of shortcomings and optimize the workflow and ROI. Here are some of the Hyperautomation use cases across various industries.ion vendors, which enable us to select and implement the right tool for your organizational needs.

1. **Healthcare:** From collecting and tracking COVID 19 data to remote consultations, testing and diagnosing patients and deploying medicines, Automation has been a go-to solution. Be it Administration, Patient Management or Digital Nurses (which are the 1st point of contact nowadays,) Hyperautomation has played its part and promises to do much more.
2. **Insurance:** In light of the sudden mobilization of the Insurance industry, Hyperautomation has been pivotal in management and delivery. Repetitive and tiring tasks like claims processing and risk analyzing can be automated. Calculating risk probability and policy premiums and predicting the probability of claims are also made possible by Hyperautomation.
3. **Banking and Finance:** Online account management, loan processing and payments, KYC, Customer data processing, fraud prevention, etc., are some of the positives in the Banking and Financial sector in these testing times. Hyperautomation has made it possible for the banks to stay open and function adequately.
4. **Retail:** Implementing Hyperautomation technologies has showed impressive results in Order Management, Customer Trends, Payments, Transportation, Warehousing & Inventory, Supplier Management, Risk Management, Procurement, Data Monitoring and Competitors Pricing.

Benefits of Hyperautomation

With the help of right RPA service provider, enterprises can reap the benefits of automation. Some major benefits of Hyperautomation include:

- Automated processes
 - Cost Reduction
 - Advanced analytics
-

- Increased employee satisfaction and motivation
- An educated workforce
- Increased employee capacity
- Instant and accurate insights
- Greater compliance and reduced risk
- Greater productivity
- Increased team collaboration

Conclusion

This pandemic has inflicted vast degrees of scars on our lives. But amidst all of it, various technologies have also emerged that has made a prominent path for tomorrow. Hyperautomation reduces the burden from humans by using software that manages mundane, repetitive, high-volume, and rules-based tasks. Business leaders are augmenting their workforces with software robots, and are seeing the benefits almost immediately, all while contributing to a real 'automation first' era that will allow us to see deployments everywhere. Recently an article stated that the 'RPA hype is over' however, the truth is far from it. RPA is just getting started and Hyperautomation is the beginning of a new era.

CIGNEX is one such organization which is striving for the betterment of the future. Having invested in RPA since 2016, CIGNEX has built an RPA Center of Excellence (CoE) with certified RPA professionals (over 150+ UiPath certifications accomplished by 60+ RPA experts), who are helping customers achieve their automation goals with quality RPA solutions.

With various partnerships with top organizations up their sleeve, they offer an end-to-end platform for Hyperautomation, combining the leading Robotic Process Automation (RPA) solution with a full suite of capabilities that enable every organization to scale digital business operations at unprecedented speed.

If you would like to discuss or implement Hyperautomation, you can schedule a free consultation by reaching out to them at info@cignex.com.

*The article is authored by **Romya Dev Mondal**, Marketing Executive, CIGNEX*
