

Cloud Pak for Automation



Intelligent automation is transforming business operations

“ Intelligent automation is transforming the way humans interact with and benefit from technology, and the way businesses operate. It is helping organizations create new personalized products and services, improve operations, reduce costs and elevate efficiency.”





But only

12%

of organizations have deployed
intelligent automation
technology

Why?

Skills gap

Lack Data science, machine learning, and AI/cognitive talent

Data & model quality

Difficult to collect and consolidate operational data, and ensure model relevance with fast-changing business conditions

Transparency & governance

Explainability of operational decisions taken by AI, and controlling how insights are turned into actions

90%

of executives at organizations using basic process automation agree they do not have the skills required

Successful enterprises modernize their business operations with intelligent automation...

Today

Simple automation that reduces errors, perform transactional work

Focus solely on productivity and cost-savings

Point products and limited capabilities



Tomorrow

Drive scale, speed, and assist with complex knowledge work

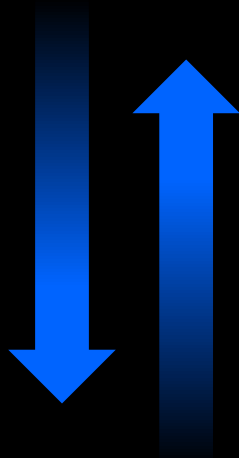
Drive growth with enhanced customer experiences and new business models

Integrated automation platform

...while lowering costs and increasing revenue

Reduce costs

- Improve efficiency of their automated systems
- Make employees more efficient
- Extract information from unstructured data



Improve top-line

- New business models
- Find new opportunities for revenue growth
- Deliver better (more personalized, more relevant...) products and services

IBM can help you
build applications
to intelligently
automate work...



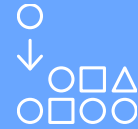
Accelerate
time-to-value

Pre-integrated capabilities
that enable you to quickly
combine automations,
reuse assets and skills



Empower
business users

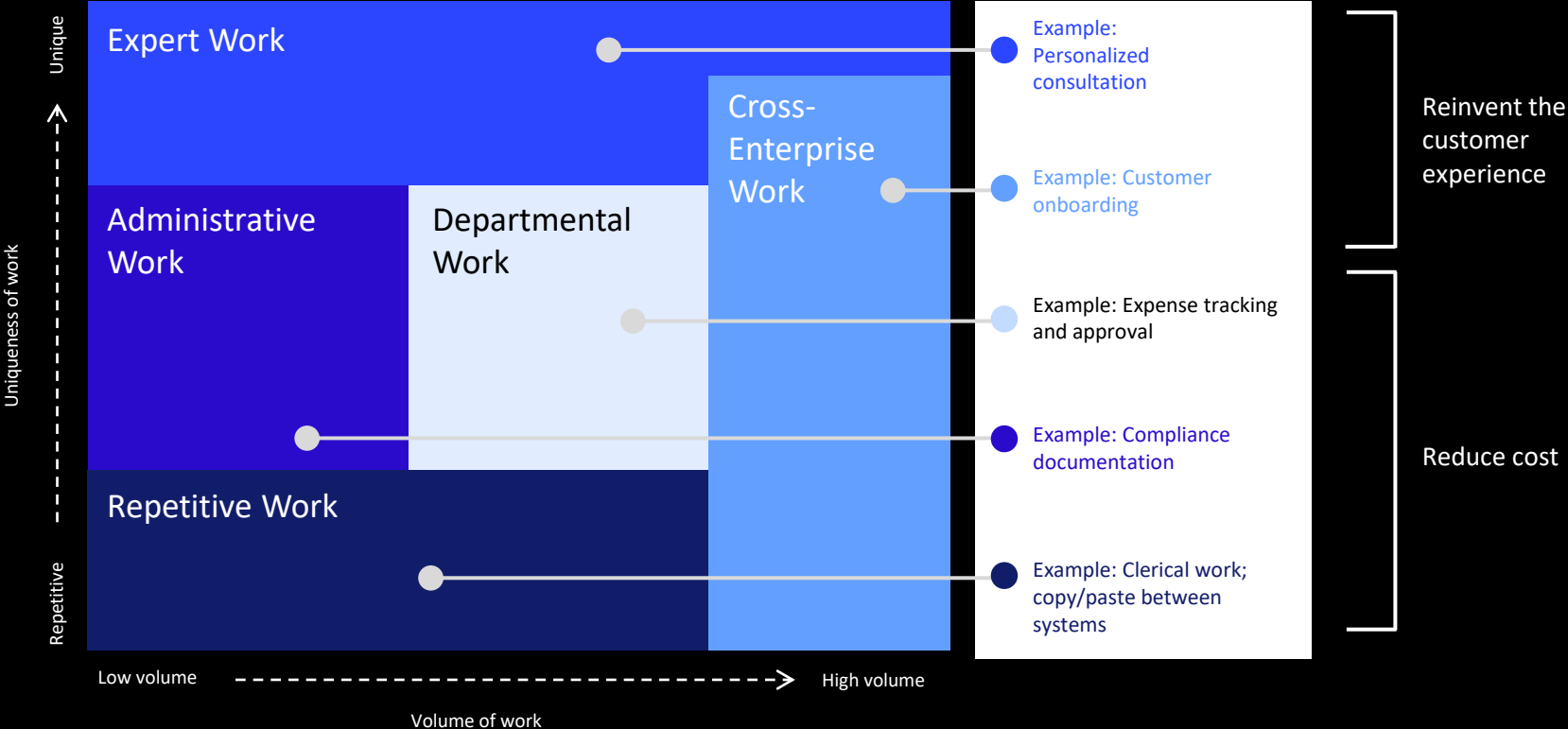
Low-code tools enable business
users to create business
applications, while built-in
analytics and data visualization
connect operational
performance to business KPIs



Infuse AI into business
processes

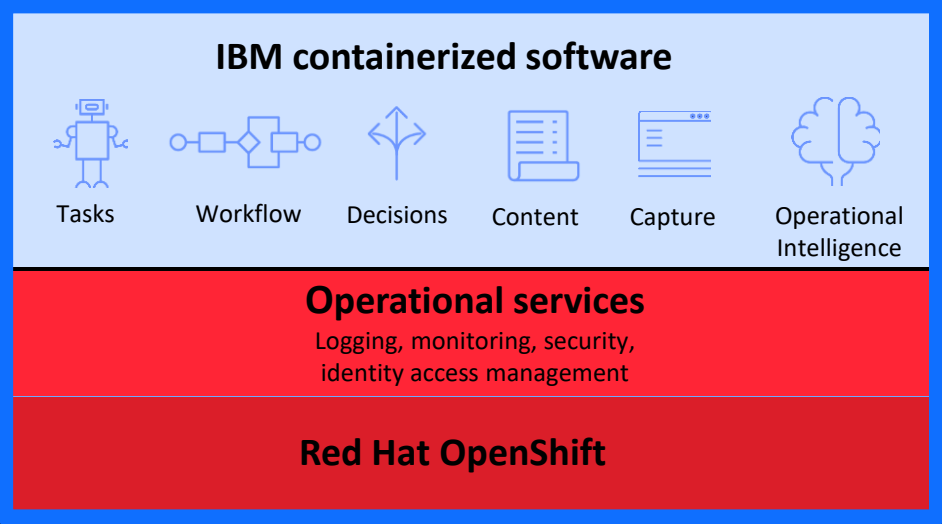
Collect, consolidate and
utilize your operational data
for machine learning and
AI, to embed AI into
business operations across
all types of work.

... and scale automation across all types of work in your organization



Cloud Pak for Automation

A faster, more secure way to move your core business applications to any cloud through enterprise-ready containerized software solutions



Complete yet simple

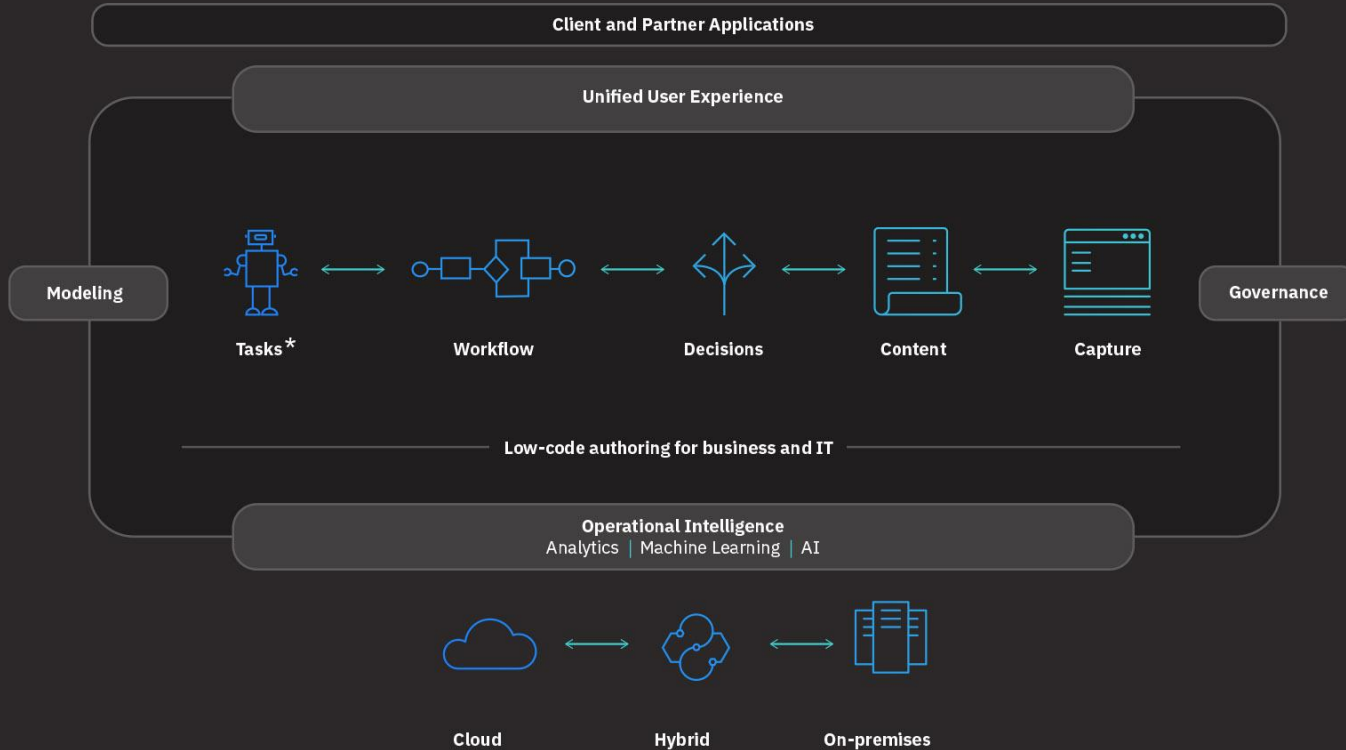
IBM certified

Run anywhere



IBM Public Cloud AWS Azure Google Edge Private On-Prem Systems

IBM Cloud Pak for Automation



* IBM RPA with Automation Anywhere offering sold separately

Automate all types of work at speed and scale

Cloud Pak for Automation

Differentiators:

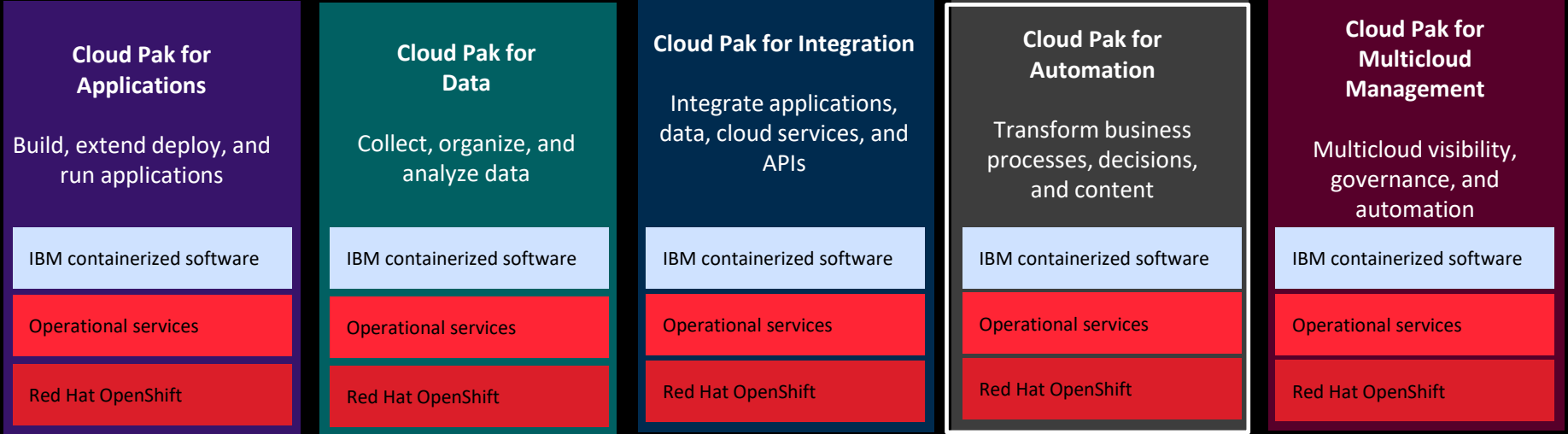
- Pre-integrated intelligent automation capabilities
- Deploy and run in any Kubernetes environment
- Curated operational data set ready for AI and machine learning

Use Cases:

- Automate all types of work, from clerical tasks to complex knowledge work
- Enhance customer experiences and enable new business models
- Increase operational visibility to optimize processes

Cloud Paks – Pre-integrated for cloud use cases

Today, IBM offers clients *the first five Cloud Paks...*



IBM Public Cloud AWS Azure Google Edge Private On-Prem Systems

With the Cloud Pak for Automation, a small number of experts can create great experiences for customers at scale

Frictionless loan origination



- Approval in minutes or hours (10x faster than 5 years ago)
- Analytics and machine learning to improve customer experience

Automated claims processing



- Rapid payment of claims with transparency and instant visibility
- Machine learning and AI to identify fraud & abuse and fast track others

Optimized healthcare management



- Automation of routine tasks, such as patient and equipment scheduling
- Analytics and AI to minimize wasted healthcare resources

IBM Automation has helped thousands of organizations transform their business operations



\$20M new sales

Scaled monthly order processing capacity with rules-based automation



90% time reduction

Reduced process completion by automating manual processes



25% error reduction

Lowered diagnostic coding errors with automatic medical chart coding



75% quality increase

Improved quality of service with improved document management

The Total Economic Impact™ of the IBM Automation Platform for Digital Business

FORRESTER®

Forrester concluded that the IBM Automation Platform for Digital Business has the following three-year financial impact for an interviewed retail bank, especially related to loan application processes

VOICE OF THE CUSTOMER

From the BPM manager at the interviewed retail bank:

“Some loan approval processes were taking days, now 80% of our loan applications flow straight through and are done in seconds.”

“If you get it approved in seconds, it won’t become an abandoned loan; but if it takes you two weeks, then it could.”



IBM Automation offers proven solutions

“The results that we've seen have been pretty positive. We're aiming, by the end of the year, to record about USD 10 million in savings just by automating the processes that we've identified so far.”

- VP, Digital Workplace Strategy, Large Financial Services firm

“It's very business friendly and rock solid. We manage business rules within this product, and the benefit is that businesses can manage these rules themselves.”

- Architect, Energy/Utilities company

“Turnaround time: It's easy to take a requirement, put it in the code, and deploy it ...”

- Tech Lead, Financial Services firm

“Helped us take a 45-Day application process and reduce it to two days.”

- Supervisor, Information Security Risk, Energy/Utilities company

Market Segment	Analyst Rankings
Workflow (BPM/Case)	Leader
Content Services	Leader
Data Capture	Leader
Decisions	Strong Performer
RPA (Automation Anywhere)	Leader
Services	Leader

Next steps on your automation journey



Schedule an Automation Solution Workshop

This one-day workshop brings together your business and IT leaders with IBM's automation experts to create a prioritized list of projects/use cases that will have the biggest impact on your organization.

For a great experience, visit the IBM Cloud Garage for a design-thinking workshop.



Check out the active DBA user community

- All platform content in one place
- DBA User Groups
- Discussions for user communication
- Topic Groups for each DBA capability area
- Blogs
- Technical content
- News / latest events

[ibm.com/community/automation/
digital-business-automation/](https://ibm.com/community/automation/digital-business-automation/)



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- Tips
- Industry spotlight
- Client question of the month
- Product update

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