Components of a Digital Platform

A digital platform is the technology backbone enabling digital transformation across an organization. It integrates capabilities for automating processes from end-to-end. The key components include:

Content Recognition

Translates unstructured content like scanned documents, images, audio and video into structured digital data for analysis. Capabilities include OCR, image recognition, audio recognition and data recognition.

System of Engagement

An integration layer bringing together process, people and data into a single user interface. Includes workflow/BPM to sequence activities and a rules engine to route tasks.

Decision Making

Automates decisions requiring judgment. Machine learning techniques like deep learning/neural networks can analyze data and make smart decisions better than humans.

Task Automation

Eliminates repetitive human tasks through scripting and robotic process automation (RPA). Scripts automate structured data tasks. RPA bots log in to apps, scrape screens, read/write to databases.

Application Integration

Enables applications to share data. APIs provide predefined entry points to interact with app features and data. Enterprise application integration (EAI) middleware transfers data between apps.

Process Monitoring

Monitors process performance via dashboards and aggregates process data into a repository to identify optimization opportunities through simulation tools.

A robust digital platform integrates these components to digitize operations end-to-end. It provides the flexibility to easily improve, expand and scale digital processes across the business. The result is increased quality, speed, efficiency and competitive advantage.