Selecting Automation Technologies

Choosing the right automation technologies is critical to maximize benefits for specific process scenarios in GBS. Key considerations for selection:

Robotic Process Automation (RPA)

- Rules-based repetitive tasks
- Structured workflows
- Multiple systems integration

Artificial Intelligence (AI) / Machine Learning

- Judgment-oriented decisions
- Pattern recognition from data
- Predictive analytics

Natural Language Processing (NLP)

- Speech recognition and processing
- Chatbot interactions
- Text analytics and insights

Computer Vision / Image Processing

- Visual data analysis and classification
- Facial recognition, OCR and document processing

Low-Code Platforms

- Rapid app development
- Workflow and process apps
- Citizen development capabilities

Intelligent Document Processing (IDP)

- Classify, extract, validate documents
- Invoice and claim processing
- Contract analysis

Process Mining

- Discover actual end-to-end processes
- Identify automation opportunities
- Continuously monitor processes

In determining technology choice, key factors to consider are process complexity, decision-making needs, exception handling, system integration needs and user experience. A combination of technologies is often required for an end-to-end solution. Assessing use cases and scenarios guides optimal technology selection.

In summary, a toolkit of complementary automation technologies is needed to address different GBS process components. A thorough evaluation model helps match solutions to requirements.