



Launching your Automation Journey with Power Automate

Webinar: KPMG Technology Advisory - Belgium

June 2021



Agenda for today

1

**Our vision of
Intelligent
Automation**

2

**Client
Power Automate Use
Cases**

3

Live Demo

4

Q&A

Who are we?



Ferdi Kriel

Competence Lead:
Intelligent Automation & New Technology



Ilco Vermeulen

Senior Advisor:
Intelligent Automation and New Technology



Yash Agarwal

Senior Expert Advisor:
MVP Power Platform



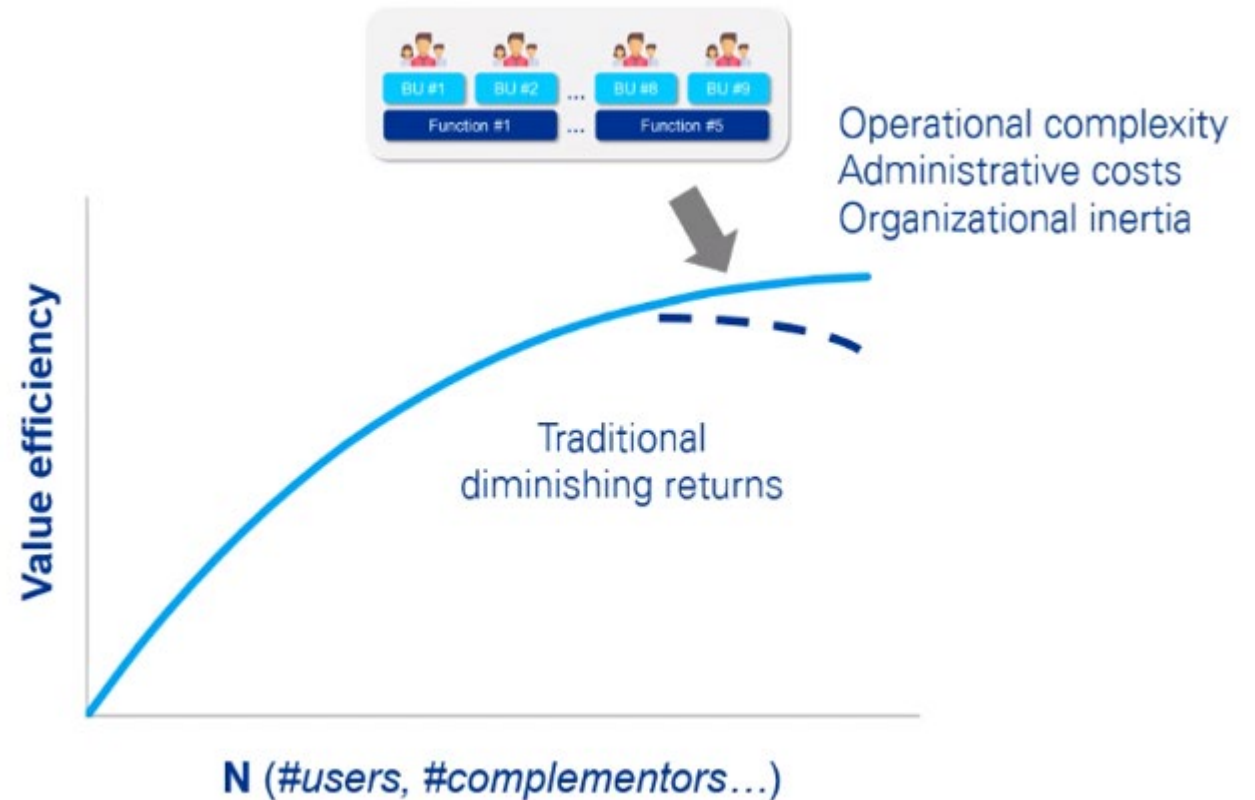
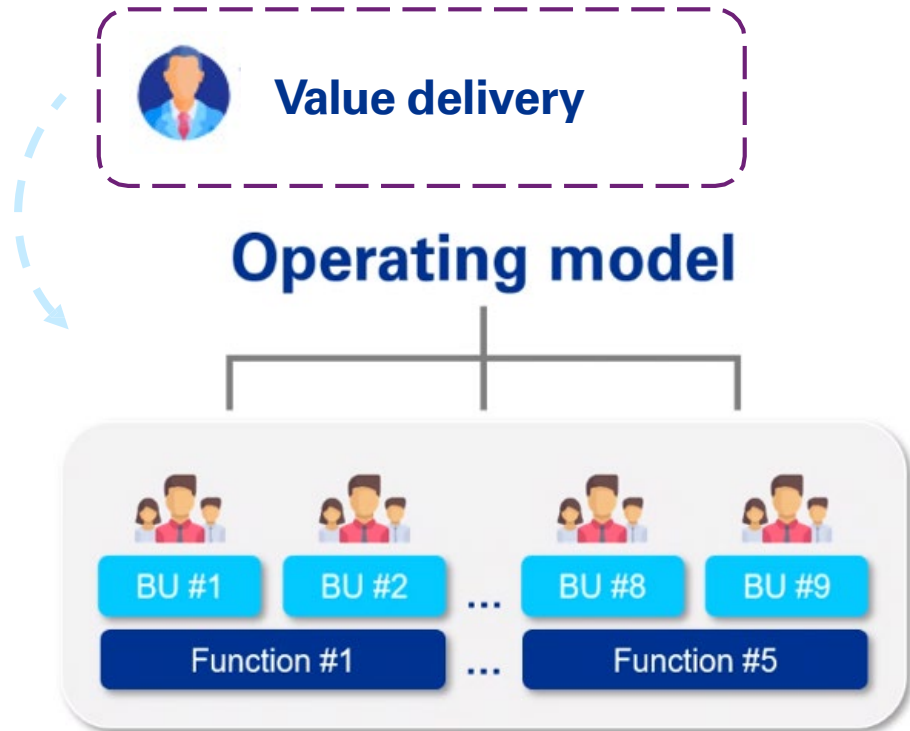
“The last decade was all about replacing labour with cheaper labour. **The coming decade will be about replacing cheaper labour with automonics.**”

- Chetan Dube, Founder, IPsoft Inc.

Autonomics
NOUN

~ the study of self-regulating systems for process control - *Colins English Dictionary*

Traditional firms typically face constrained value creation



Bringing organizations on the path to scale efficiently



Value delivery

IA-driven Operating Model



Scale

Scale as demand increases - **and vice versa**



Scope

Reusability of components and clearly defined functional areas aligned with your **Vision and Strategy**

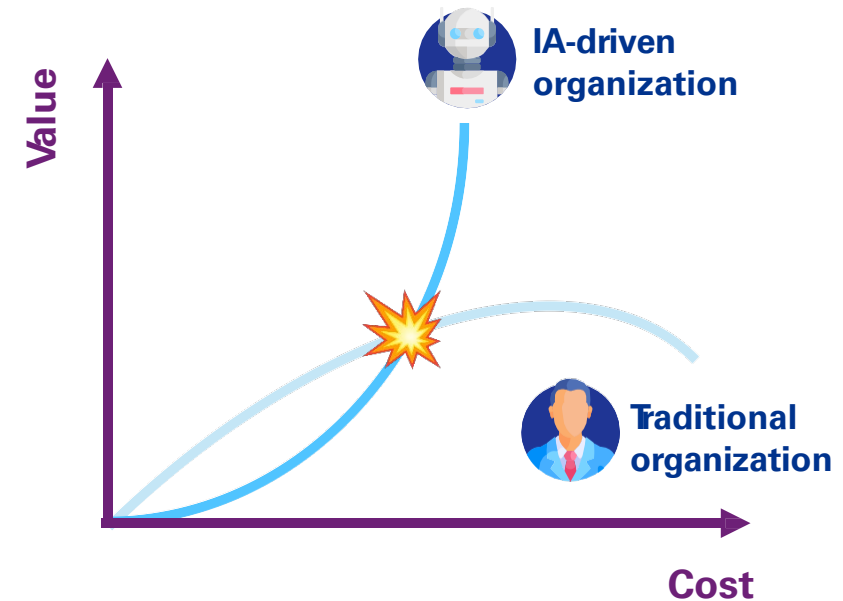


Learning

Automation is driven by data, which can be leveraged for advanced, cognitive components **(DATA – INSIGHTS – ACTION)**



Cost of scaling becomes irrelevant



Intelligent Automation (IA)



Software that can not only automate a human task but also augment human expertise

Based on rules, but also algorithms that learn and improve as it gets exposed to data

Becoming better faster and cheaper at an exponential pace

What are the key IA technology drivers?



Robotic Process Automation



Business Process Orchestration



Intelligent Document Processing



Process insights



Machine Learning & Advanced Analytics in support of process orchestration and actioning

INTELLIGENT AUTOMATION

“Why did we design inefficient processes?...

In a way we didn't. Many of our procedures were not designed at all; **they just happened**”



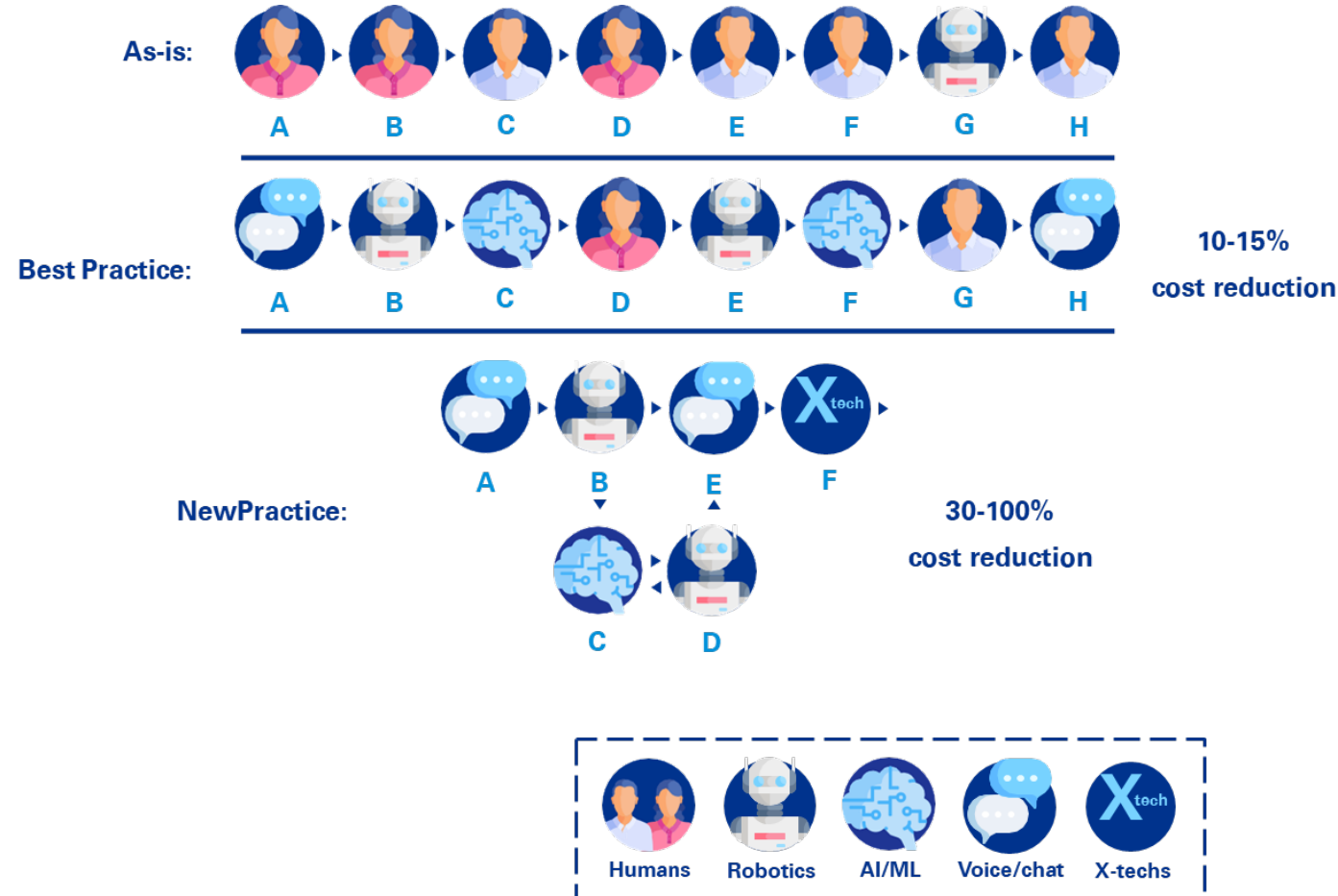
Reengineering Work:
**Don't Automate,
Obliterate.**

Michael Hammer (1990)

NewPractice as
the key to
uncovering the
potential of AI-
driven business to
its greatest extent



NewPractice looks at processes from an **input-output perspective**, breaking down existing structures and **rebuilding** them with **technology at its core**.

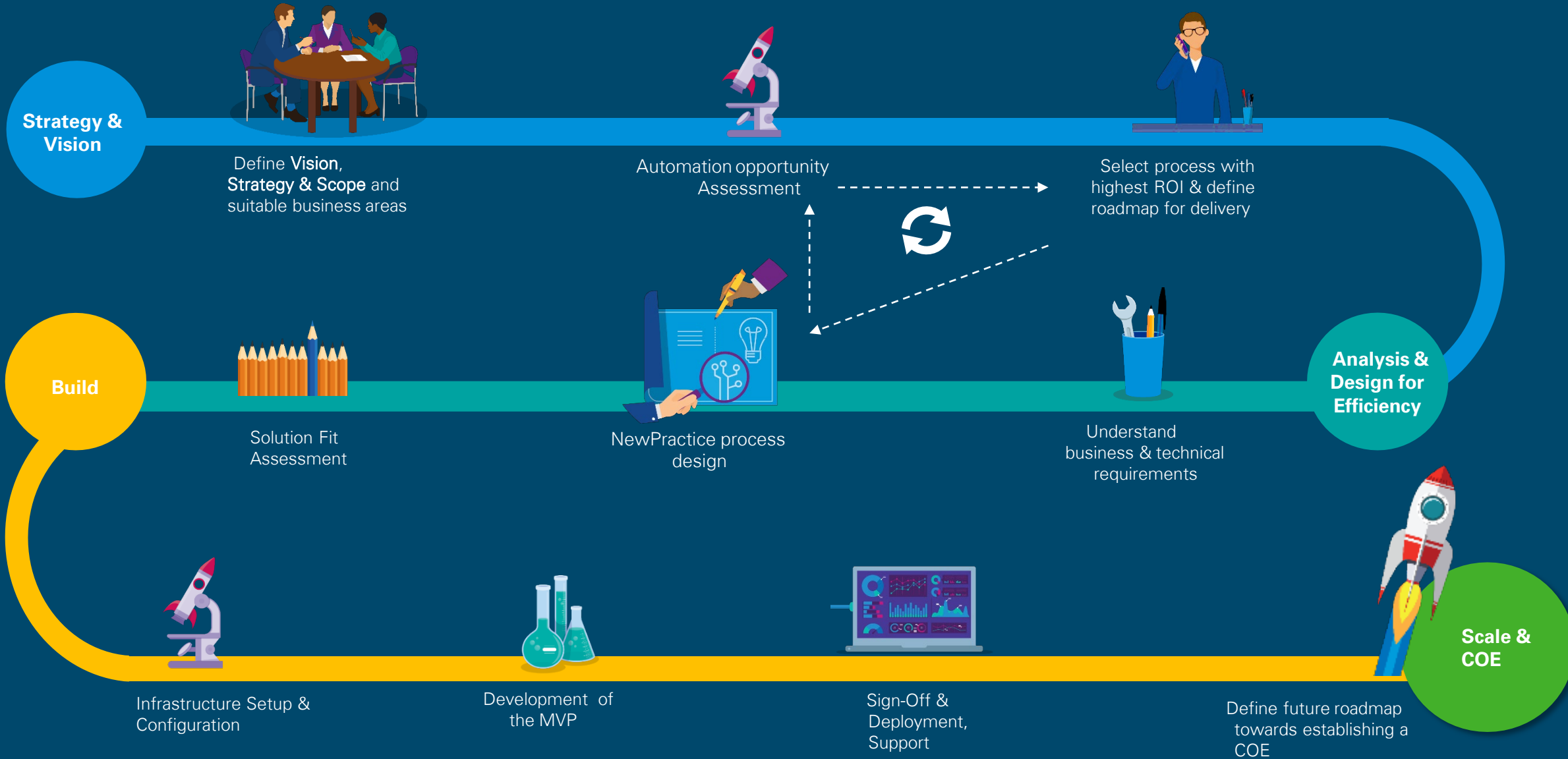


Crawl before you walk.. And getting beyond POC

THEORY ➡ **PRACTICE** ➡ **REALITY**

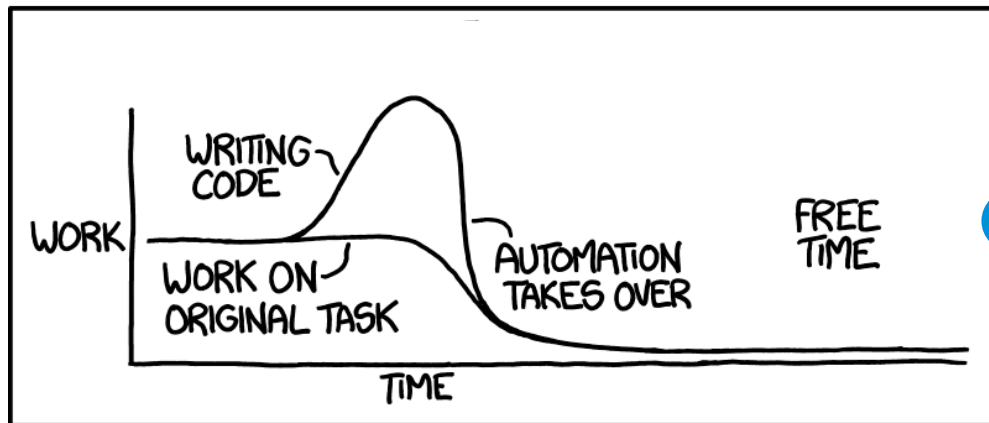


Pragmatic Automation Journey

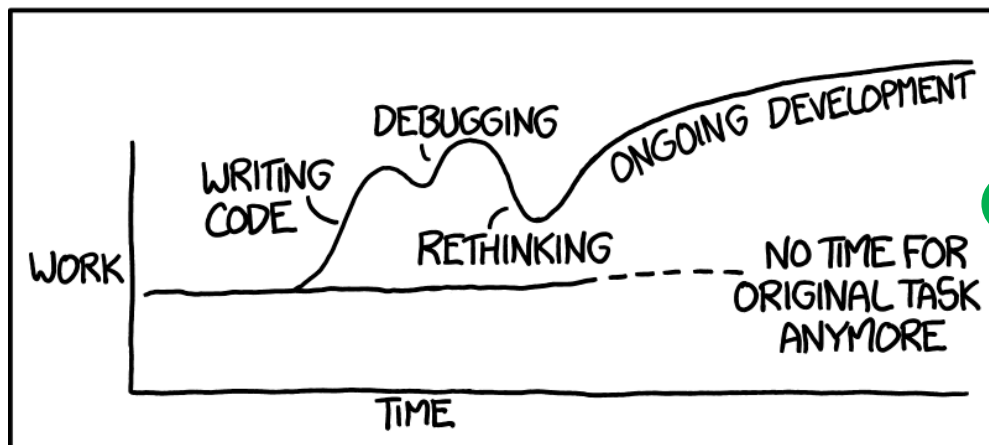


When does automation make sense?

"I SPEND A LOT OF TIME ON THIS TASK.
I SHOULD WRITE A PROGRAM AUTOMATING IT!"



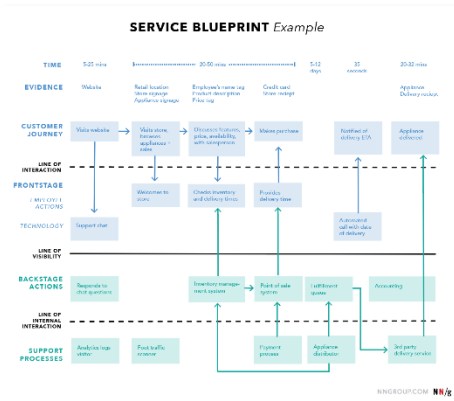
THEORY



REALITY

Selecting the right process is key

Automation Blue printing aligned with vision and strategy



“Automation” process analysis questionnaire (feasibility & quality improvement)

#	Question	1	2	3	4	5	Select
1	To what extent is the process standardized?	Not standardized at all	Somewhat standardized	Fairly standardized	Mostly standardized	Completely standardized	
2	To what degree is rework of the process needed?	No rework	Rarely rework	Sometimes rework	Often rework	Always rework	

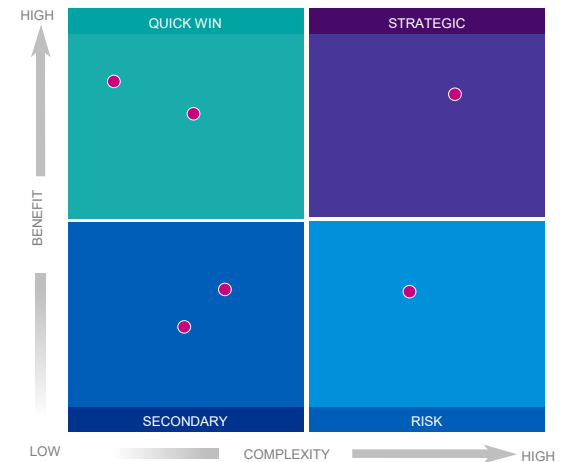
Business Case Development

Step	Process	Time	Cost	Benefit	ROI	Payback	NPV	IRR	Payback	NPV	IRR
1	Step 1	1	10	100	100%	100	100	100	100	100	100
2	Step 2	1	10	100	100%	100	100	100	100	100	100
3	Step 3	1	10	100	100%	100	100	100	100	100	100
4	Step 4	1	10	100	100%	100	100	100	100	100	100
5	Step 5	1	10	100	100%	100	100	100	100	100	100
6	Step 6	1	10	100	100%	100	100	100	100	100	100
7	Step 7	1	10	100	100%	100	100	100	100	100	100
8	Step 8	1	10	100	100%	100	100	100	100	100	100
9	Step 9	1	10	100	100%	100	100	100	100	100	100
10	Step 10	1	10	100	100%	100	100	100	100	100	100
11	Step 11	1	10	100	100%	100	100	100	100	100	100
12	Step 12	1	10	100	100%	100	100	100	100	100	100
13	Step 13	1	10	100	100%	100	100	100	100	100	100
14	Step 14	1	10	100	100%	100	100	100	100	100	100
15	Step 15	1	10	100	100%	100	100	100	100	100	100
16	Step 16	1	10	100	100%	100	100	100	100	100	100
17	Step 17	1	10	100	100%	100	100	100	100	100	100
18	Step 18	1	10	100	100%	100	100	100	100	100	100
19	Step 19	1	10	100	100%	100	100	100	100	100	100
20	Step 20	1	10	100	100%	100	100	100	100	100	100
21	Step 21	1	10	100	100%	100	100	100	100	100	100
22	Step 22	1	10	100	100%	100	100	100	100	100	100
23	Step 23	1	10	100	100%	100	100	100	100	100	100
24	Step 24	1	10	100	100%	100	100	100	100	100	100
25	Step 25	1	10	100	100%	100	100	100	100	100	100
26	Step 26	1	10	100	100%	100	100	100	100	100	100
27	Step 27	1	10	100	100%	100	100	100	100	100	100
28	Step 28	1	10	100	100%	100	100	100	100	100	100
29	Step 29	1	10	100	100%	100	100	100	100	100	100
30	Step 30	1	10	100	100%	100	100	100	100	100	100
31	Step 31	1	10	100	100%	100	100	100	100	100	100
32	Step 32	1	10	100	100%	100	100	100	100	100	100
33	Step 33	1	10	100	100%	100	100	100	100	100	100
34	Step 34	1	10	100	100%	100	100	100	100	100	100
35	Step 35	1	10	100	100%	100	100	100	100	100	100
36	Step 36	1	10	100	100%	100	100	100	100	100	100
37	Step 37	1	10	100	100%	100	100	100	100	100	100
38	Step 38	1	10	100	100%	100	100	100	100	100	100
39	Step 39	1	10	100	100%	100	100	100	100	100	100
40	Step 40	1	10	100	100%	100	100	100	100	100	100
41	Step 41	1	10	100	100%	100	100	100	100	100	100
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51	Step 51	1	10	100	100%	100	100	100	100	100	100
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55	Step 55	1	10	100	100%	100	100	100	100	100	100
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62	Step 62	1	10	100	100%	100	100	100	100	100	100
63	Step 63	1	10	100	100%	100	100	100	100	100	100
64	Step 64	1	10	100	100%	100	100	100	100	100	100
65	Step 65	1	10	100	100%	100	100	100	100	100	100
66	Step 66	1	10	100	100%	100	100	100	100	100	100
67	Step 67	1	10	100	100%	100	100	100	100	100	100
68	Step 68	1	10	100	100%	100	100	100	100	100	100
69	Step 69	1	10	100	100%	100	100	100	100	100	100
70	Step 70	1	10	100	100%	100	100	100	100	100	100
71	Step 71	1	10	100	100%	100	100	100	100	100	100
72	Step 72	1	10	100	100%	100	100	100	100	100	100
73	Step 73	1	10	100	100%	100	100	100	100	100	100
74	Step 74	1	10	100	100%	100	100	100	100	100	100
75	Step 75	1	10	100	100%	100	100	100	100	100	100
76	Step 76	1	10	100	100%	100	100	100	100	100	100
77	Step 77	1	10	100	100%	100	100	100	100	100	100
78	Step 78	1	10	100	100%	100	100	100	100	100	100
79	Step 79	1	10	100	100%	100	100	100	100	100	100
80	Step 80	1	10	100	100%	100	100	100	100	100	100
81	Step 81	1	10	100	100%	100	100	100	100	100	100
82	Step 82	1	10	100	100%	100	100	100	100	100	100
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85	Step 85	1	10	100	100%	100	100	100	100	100	100
86	Step 86	1	10	100	100%	100	100	100	100	100	100
87	Step 87	1	10	100	100%	100	100	100	100	100	100
88	Step 88	1	10	100	100%	100	100	100	100	100	100
89	Step 89	1	10	100	100%	100	100	100	100	100	100
90	Step 90	1	10	100	100%	100	100	100	100	100	100
91	Step 91	1	10	100	100%	100	100	100	100	100	100
92	Step 92	1	10	100	100%	100	100	100	100	100	100
93	Step 93	1	10	100	100%	100	100	100	100	100	100
94	Step 94	1	10	100	100%	100	100	100	100	100	100
95	Step 95	1	10	100	100%	100	100	100	100	100	100
96	Step 96	1	10	100	100%	100	100	100	100	100	100
97	Step 97	1	10	100	100%	100	100	100	100	100	100
98	Step 98	1	10	100	100%	100	100	100	100	100	100
99	Step 99	1	10	100	100%	100	100	100	100	100	100
100	Step 100	1	10	100	100%	100	100	100	100	100	100

Prioritized pipeline of Automatable Processes



Id	Opportunity	#times/month	Effort (min) for single task execution	hours/month	Automation potential	Automated hours	FTE Savings potential	Analysis & Design (MD)	Build & Test (MD)	UAT & Deploy (MD)	Total (# MD) *
1	Registration of vehicles	700	20	233,33	80,00%	186,67	1,23	5	20	5	30
2	FAQ claims procedure	833	10	138,89	100,00%	138,89	0,91	3	20	3	26
3	Automatically open claim files (car)	500	20	166,67	80,00%	133,33	0,88	3	15	3	21
4	24/7 information about status claims & policy	1000	5	83,33	100,00%	83,33	0,55	3	12	3	18
5	Follow-up receipt of policy documents	440	7,5	55,00	90,00%	49,50	0,33	3	14	3	20
6	Update car park	1	1368,00	22,80	90,00%	20,52	0,14	3	10	3	16
Total phase 1 (# MD)								20	91	20	131



BENEFITS VS. COMPLEXITY

The right tool for the job (!)

We have detailed evaluation parameters for each type of automation technology. These evaluation parameters should be considered in selecting the right vendors and tools.

Important Evaluation Parameters



- Low Code
- ERP integration ease
- Mainframe integration ease
- Screen / Web scraping capability
- GUI automation capability
- Macro-recorder capability
- Scalability
- Citrix automation potential
- Monitoring & Control
- Cloud first
- API Integration



- Content handling
- Human interactions
- Information exchange
- Process intelligence & business activity monitor
- Business rule processing
- Connectivity
- Configuration & management
- Registry/ repository
- Low Code



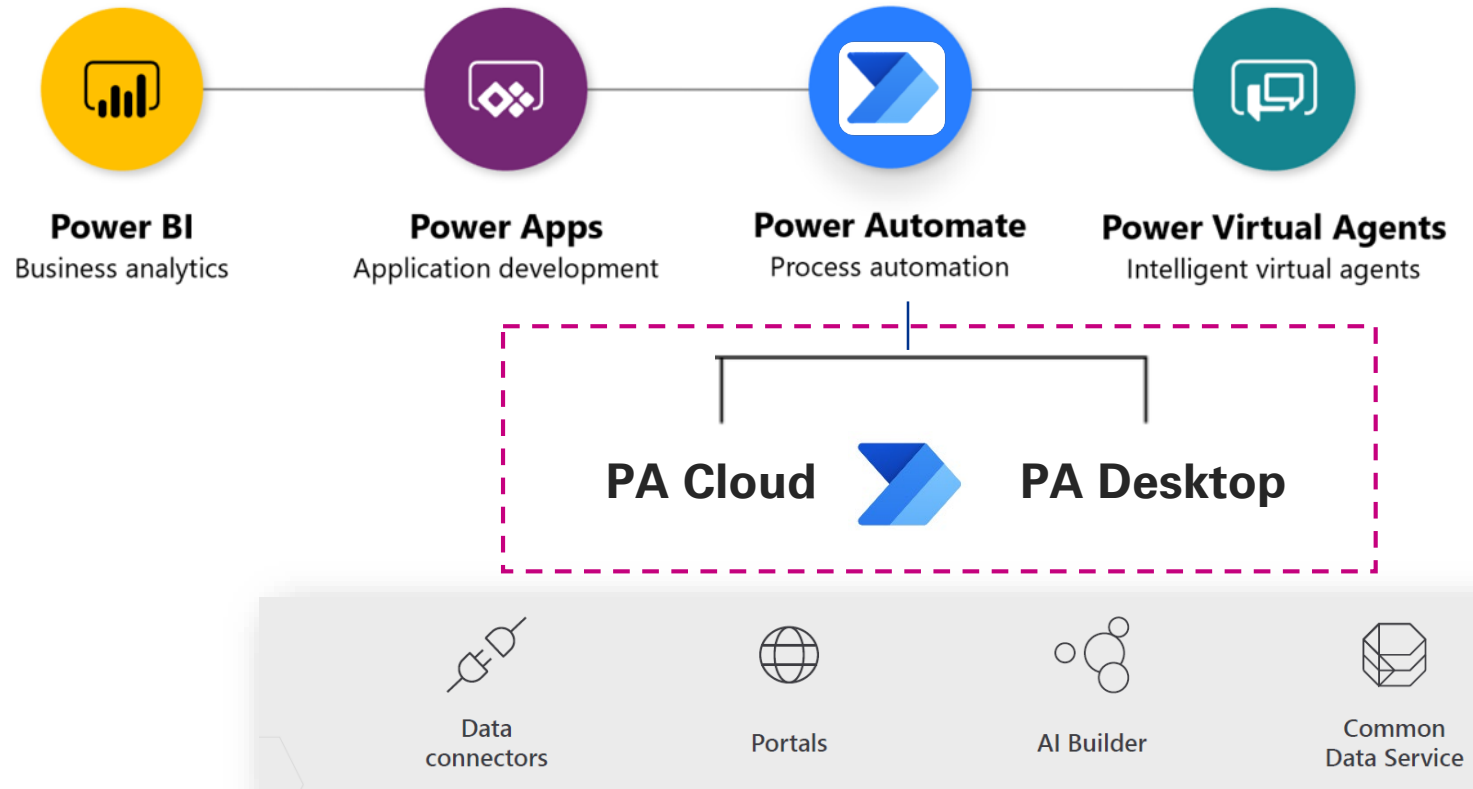
- Ability to use unstructured data
- Ontology design (open/ closed specifications)
- Machine learning capabilities
- Sandboxing
- ML Ops
- Pipeline Management (CI/CD)
- Integration capability with other smart components
- Extensible with open development libraries

What is Power Automate?

Microsoft Power Automate eco-system

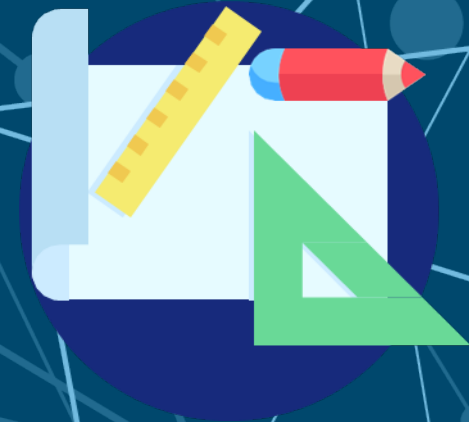
The low-code platform that spans Office 365, Azure, Dynamics 365, and standalone applications

- 1 A **Low-Code** Automation development environment (Cloud and Desktop)
- 2 Leveraging Microsoft AI builder for the development of **ML enabled** automations
- 3 **Growing community** and available for free to Windows 10 users (Power Automate Desktop)



Use Case 1

Augmenting the human capability
through automation



What was the use case?



- Belgian Mobility Organisation
- Service provider
- Breakdown/roadside assistance
- Driving schools
- Second hand cars

Project focussed on improving the efficiency in the way employees handled questions in the VAB functional mailbox.



2 functional mailboxes in scope



Up to **500 emails** handled **per day**



Focus on the repetitive **subprocess** as part of the end-to-end.



Working with **proprietary ERP system**

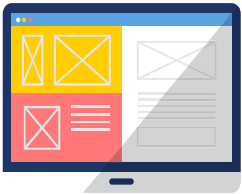


Accuracy & Speed during the processing is of utmost importance.

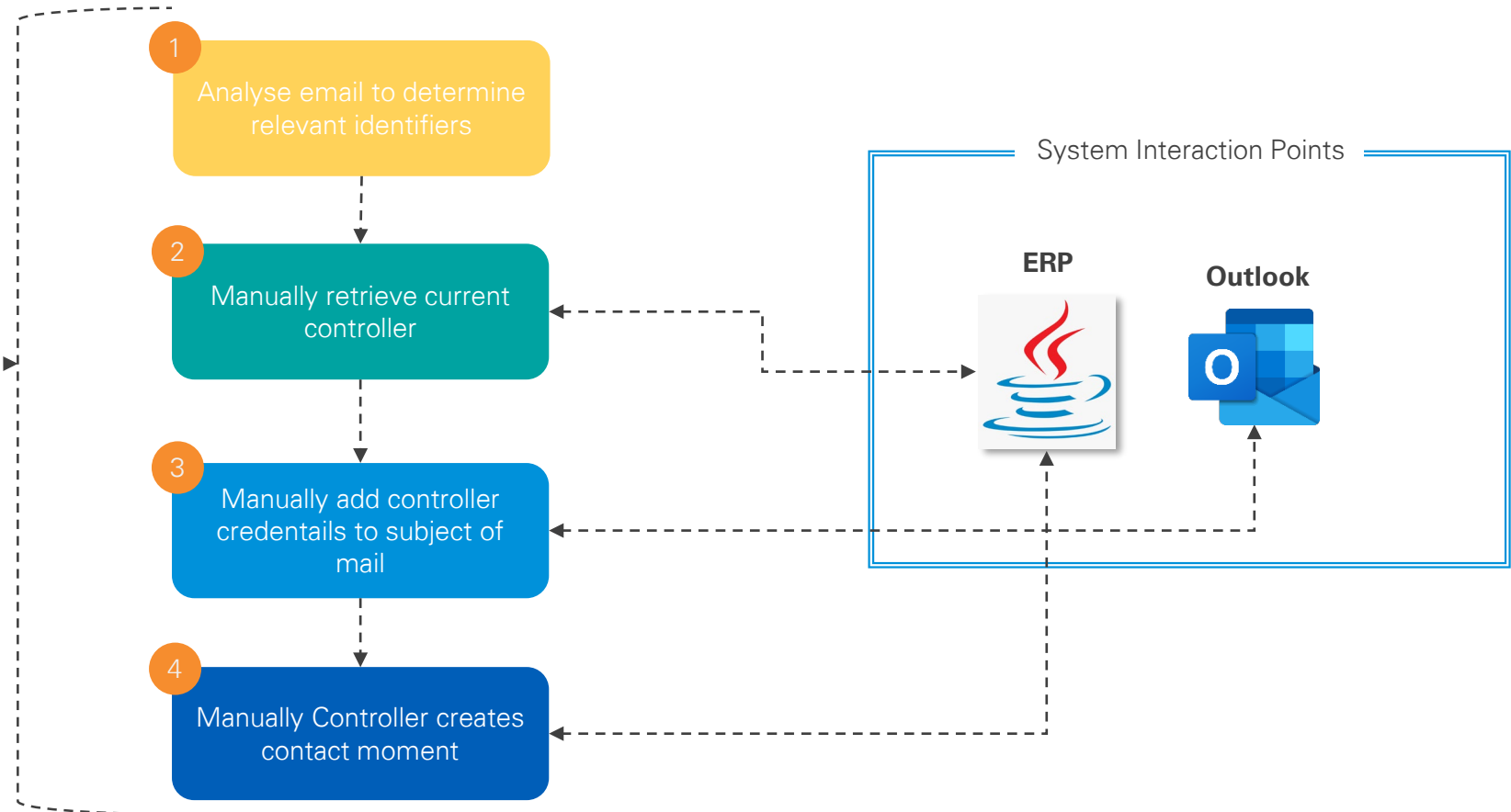
The initial process (AS IS)

Mailbox pre-processing

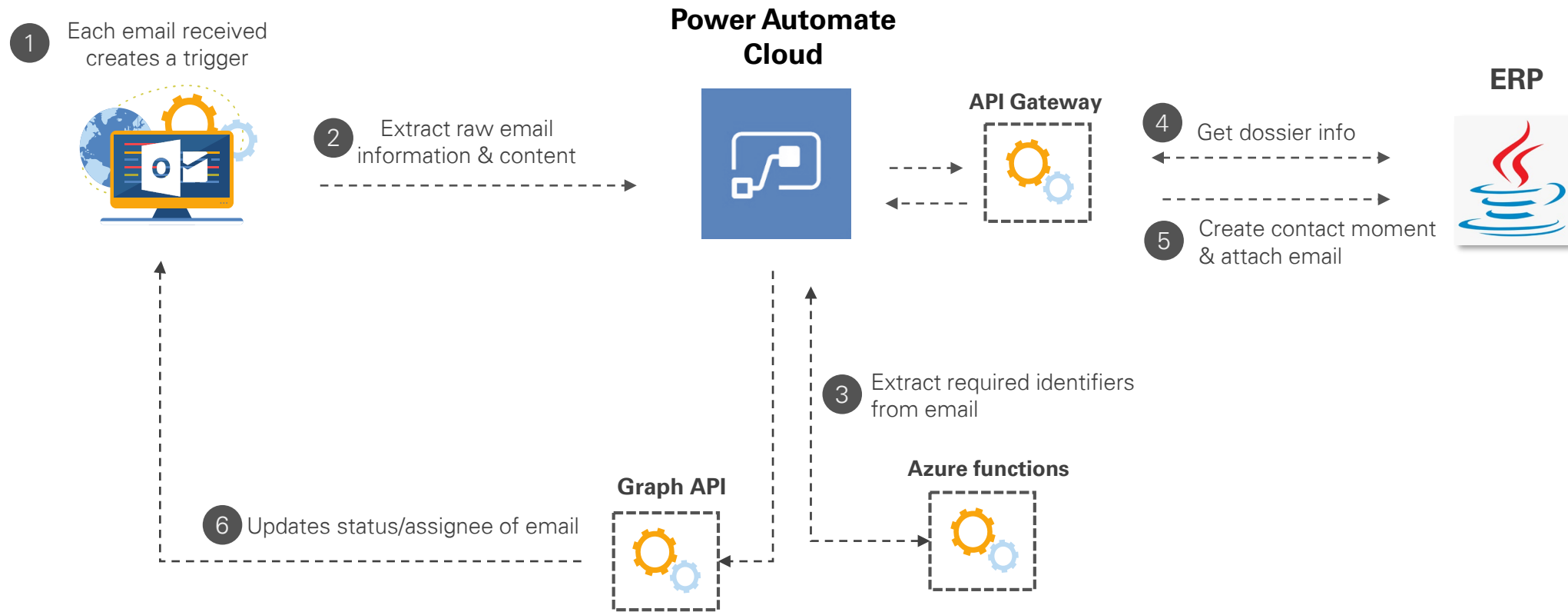
Medical and Non-Medical assistance mailboxes



During high season in upwards of **500 emails** can be received **per day**



Reengineering the process with automation in mind



What it looks like for the dossier handlers

View on Inbox before Automation

H	Help@vab.be Inkomende SMS voor hoofddossier [REDACTED] Jac... Van: SMS_SERVER@vab.be <SMS_SERVER@vab.be> Verzonden: v...	Fri 5/15
H	Help@vab.be 3RD Party Update Van: [REDACTED]	Fri 5/15
H	Help@vab.be NIEUW [REDACTED] Van: Help@vab.be <help@vab.be> Verzonden: vrijdag 15 mei 20...	Fri 5/15

> 99.99% accuracy (!)



View on Inbox after Automation

H	Help@vab.be Inkomende SMS voor hoofddossier [REDACTED] Jac... Afgewerkt Dossier Van: SMS_SERVER@vab.be <SMS_SERVER@vab...	Fri 5/15
H	Help@vab.be 3RD Party Update HRO Van: [REDACTED]	Fri 5/15
H	Help@vab.be NIEUW [REDACTED] Niet BBU/KR Dossier Van: Help@vab.be <help@vab.be> Verzonde...	Fri 5/15

Categories automatically added by
Power Automate upon receipt of
the email.

Large gains in the low hanging fruit

Not only did the automation realise a lot of qualitative results by eliminating cumbersome processing steps, measurable benefits to the organization include:



Emails typically **handled** and classified **within <1min** of arriving in the functional mailbox.



An estimated time saving of **1000 minutes per day** (500 emails * 2m per email).



Accuracy rates up to 99.99% for all emails containing the correct identifiers.



Application has become an **indispensable part** of the entire email handing process.



Use Case 2:

Starting the automation journey



What was the use case?



- Belgian member entity
- Order to Delivery process
- Car Part ordering system
- Servicing internal & external dealers

Project focussed on fully automating a process currently handled by Volvo employees.



1 mailbox in scope only shared to specific clients ("controlled inflow")



Limited order inflow via this channel



Focus on the **end-to-end** process

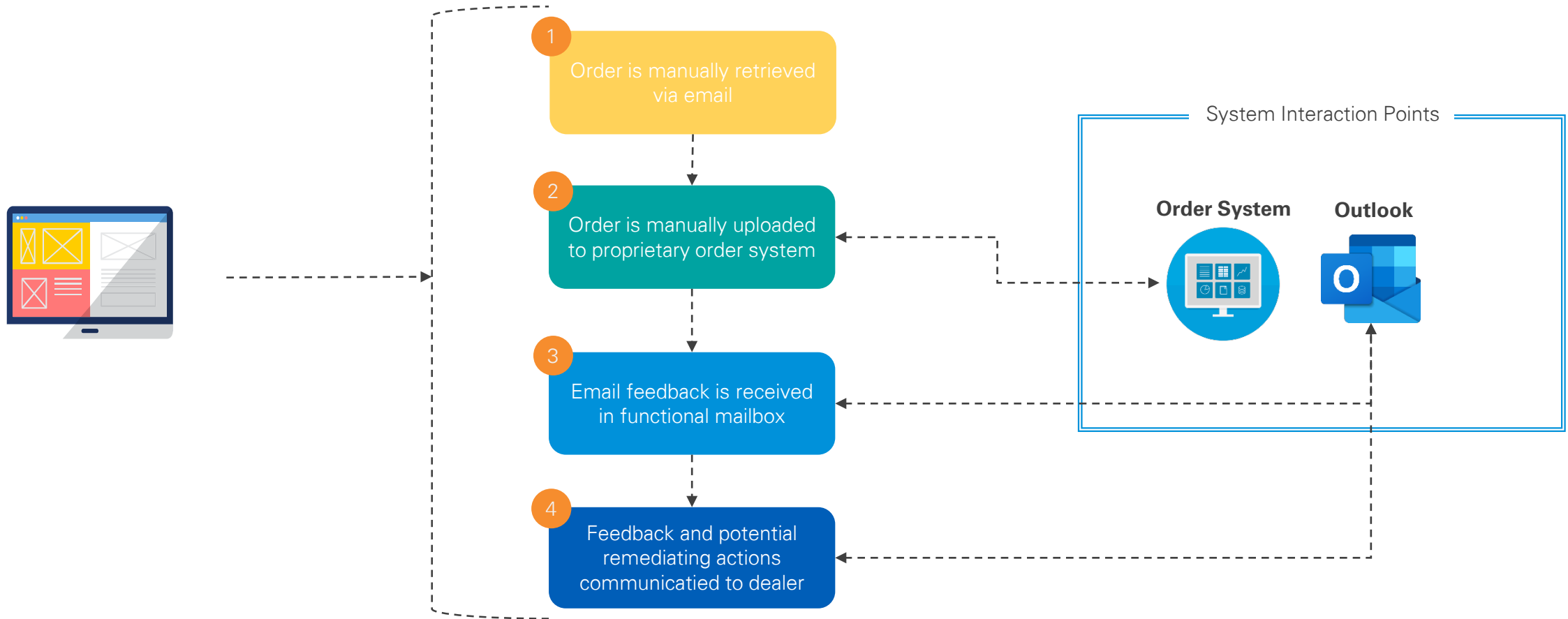


Working with **proprietary ERP system** without existing API connectors

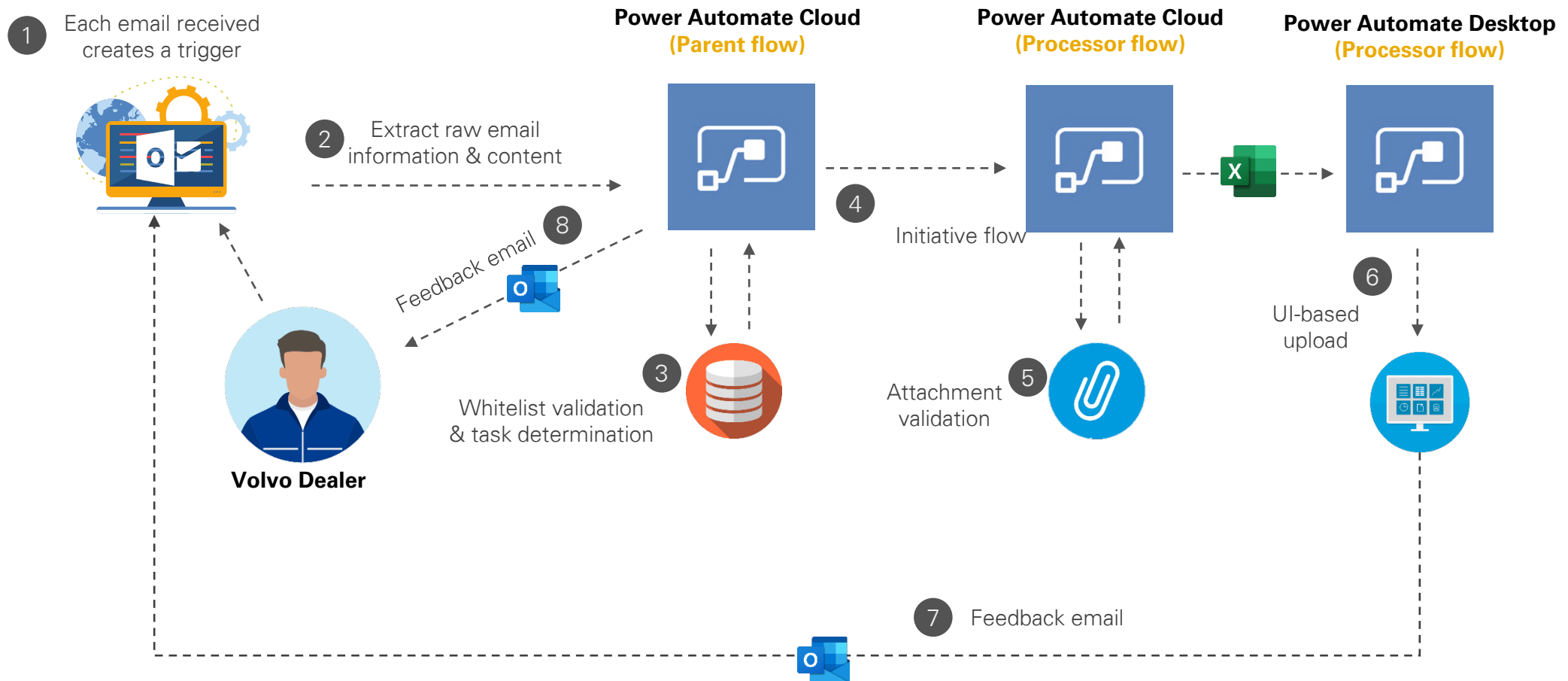


Speed of processing **less essential** during the initial phase.

The initial process (AS IS)



Combining back-end and front-end automation



The start of an automation journey

Whereas it is too early in the automation to accurately define quantitative results, benefits to the organization include:



A solid **Intelligent Automation baseline** forming the basis for future (email) automation.



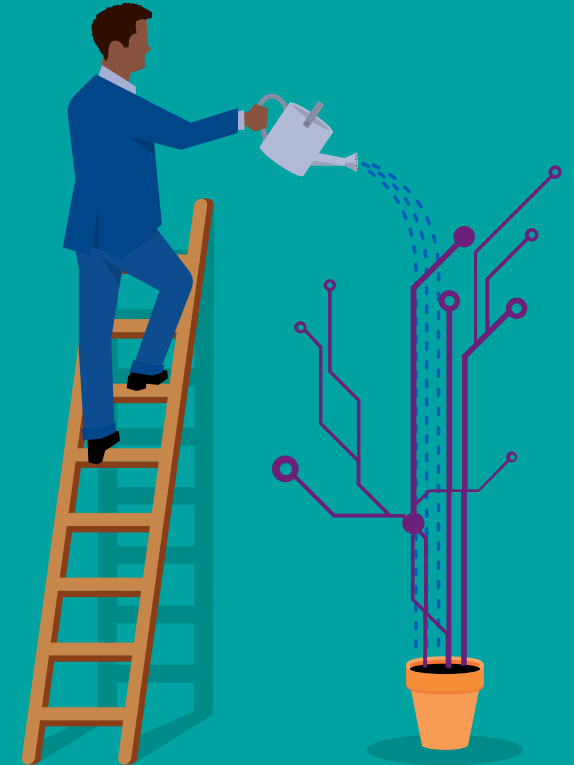
Instantaneous 24/7 processing of incoming car part orders ("throughput")



Decreased stress and workload amongst order handling employees ("offloading").



Becoming **self-sufficient** in the monitoring and management of automation usage.



Making it tangible

Live demo use case



Personas



Adam

Employee



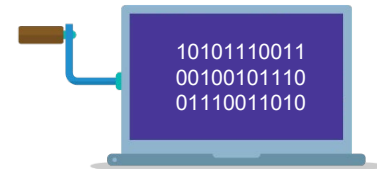
Jane

Manager

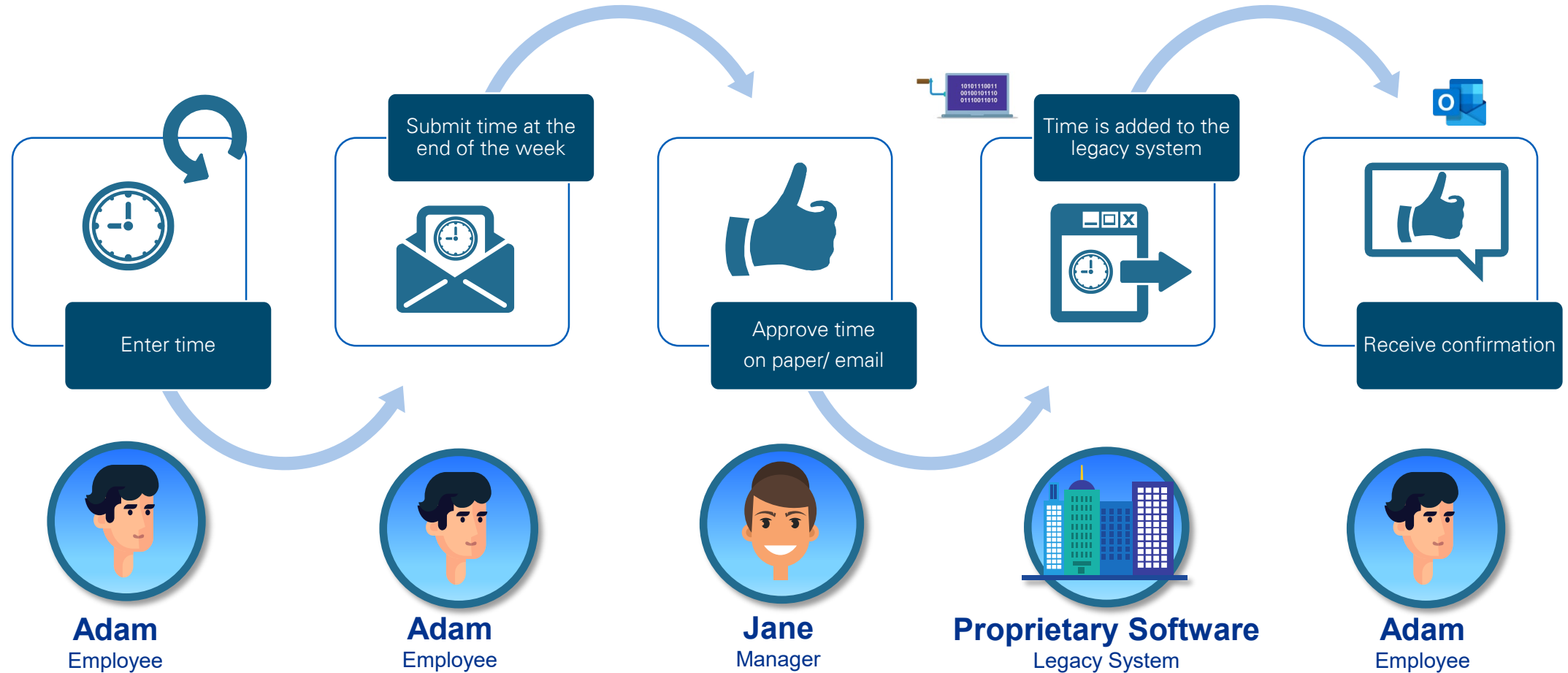


Proprietary Software

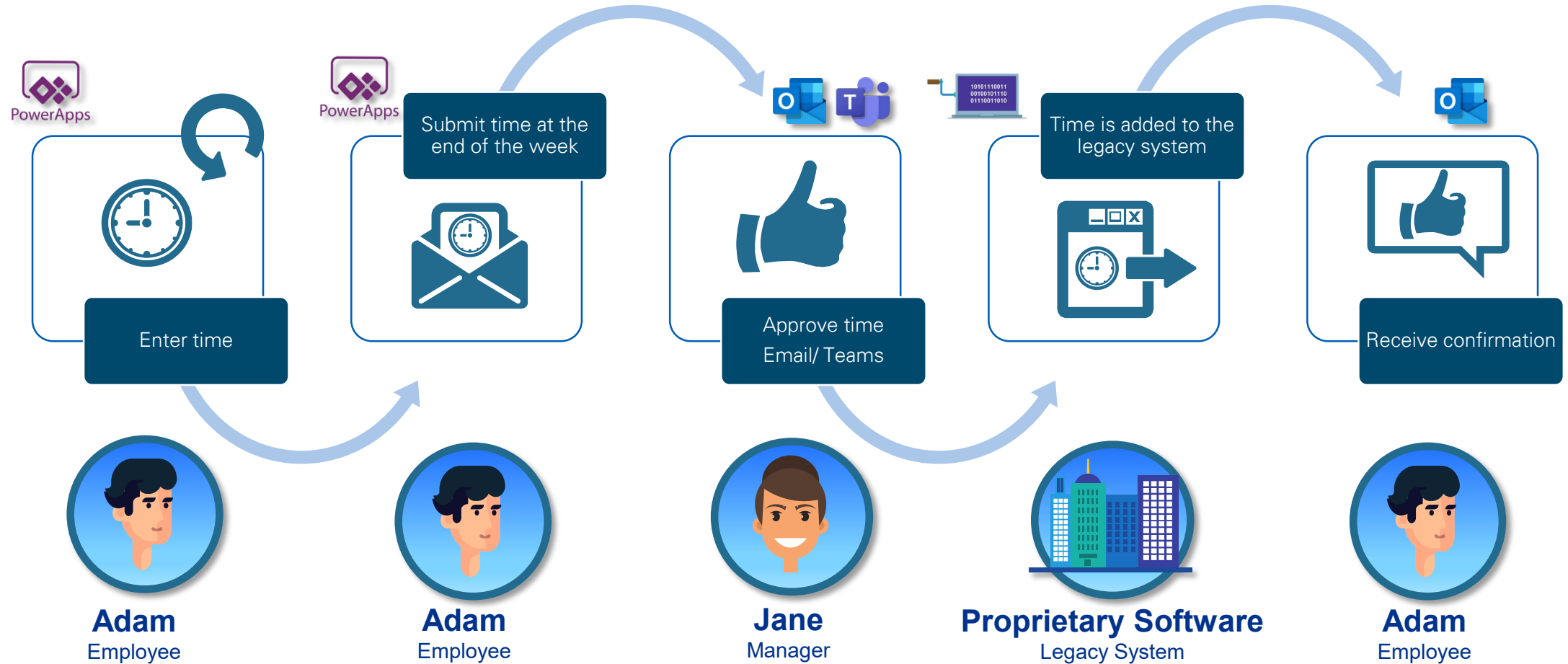
Legacy System



Time entry existing process



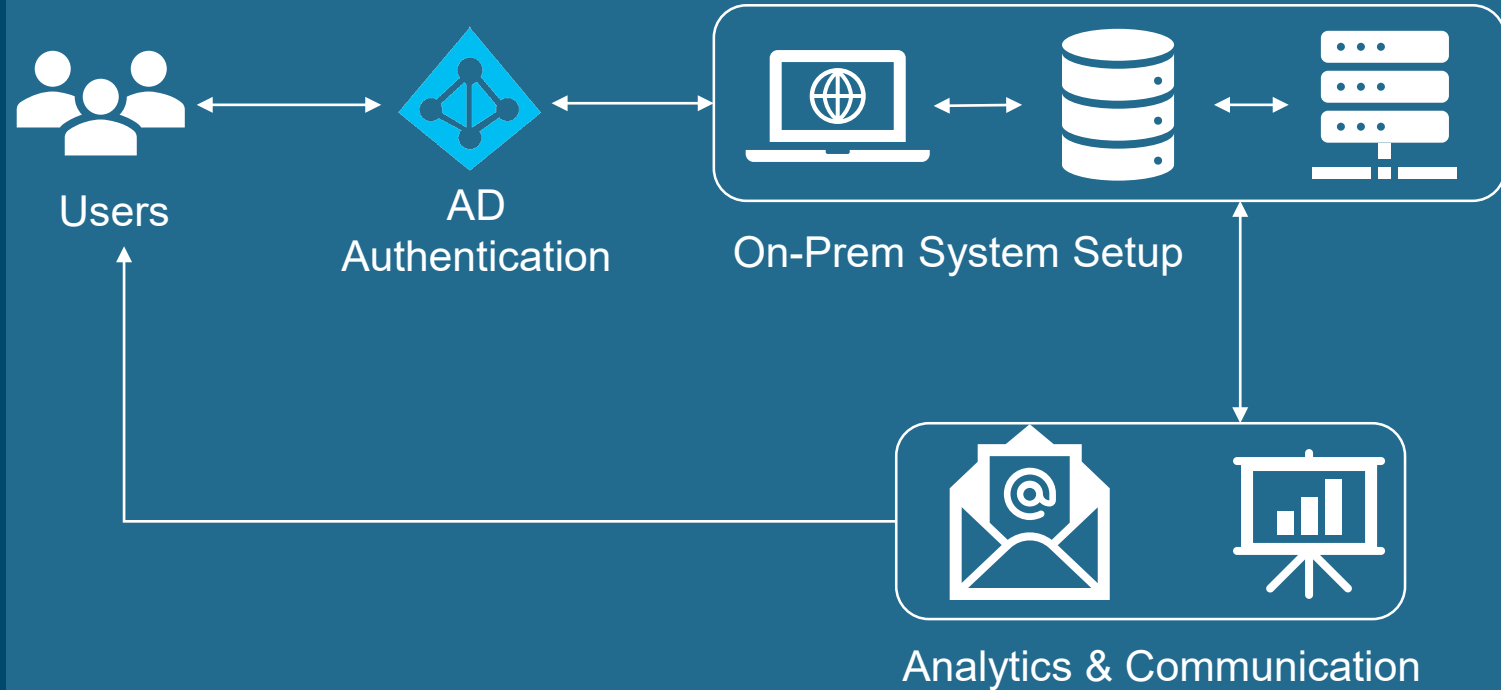
Time entry 2.0





Traditional Legacy App

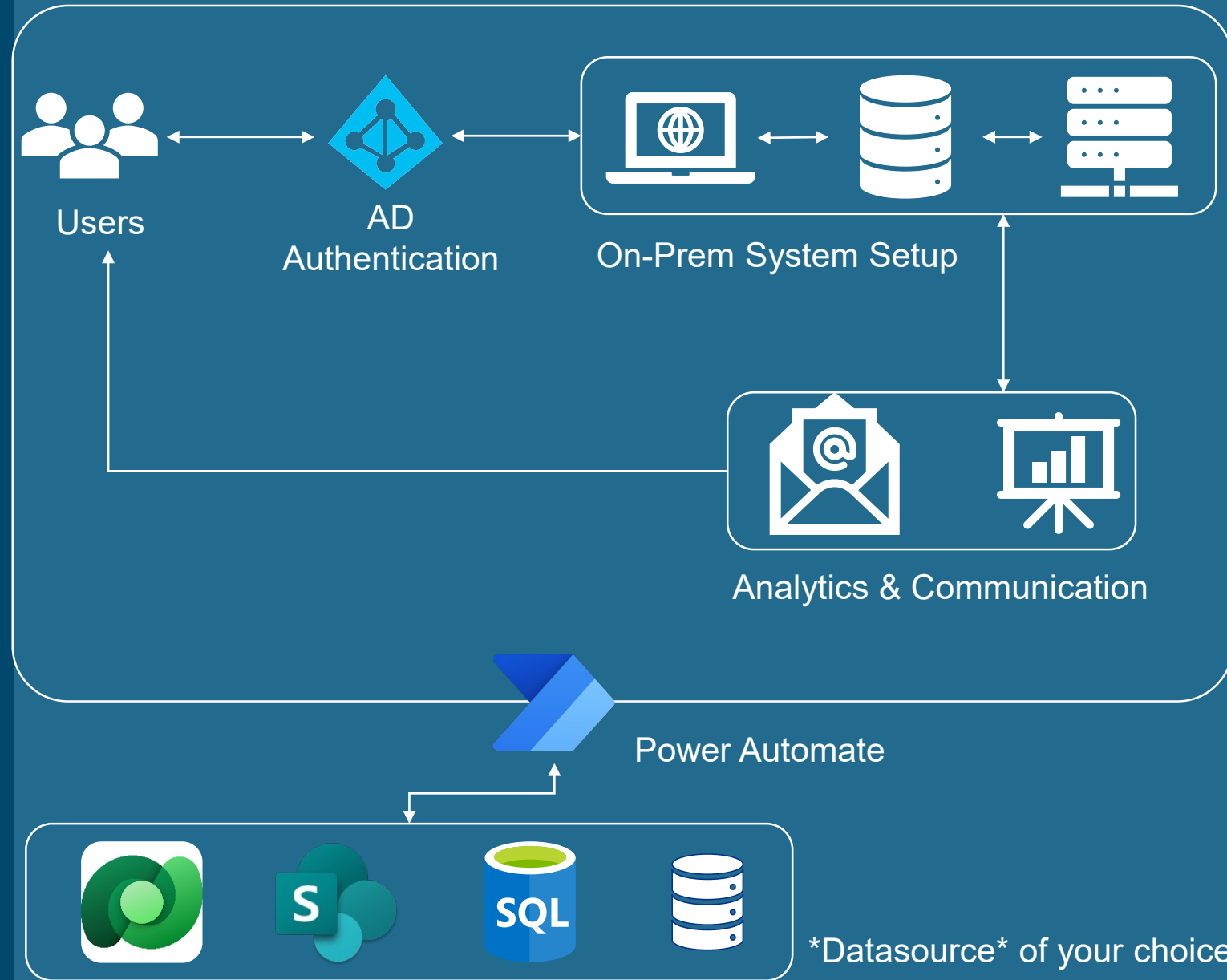
- X User reconciliation
- X Human error
- X Ease of access
- X Systems integration





Power Automate

- ✓ Automate browser apps
- ✓ Automate legacy apps
- ✓ Process mining
- ✓ Data sync
- ✓ Automate repetitive tasks





Thank You!

