



# Business Process Automation

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Using ICT Services  
to Strengthen  
Your Business

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**workforce**  
WindsorEssex  
YOUR LOCAL EMPLOYMENT PLANNING COUNCIL

# What is Business Process Automation?

Business processes are a company's own signature steps to getting things done, like rendering services, making widgets, keeping clients happy, sending invoices, collecting receivables, etc. Process automation aims to systemize core processes in a piece of software, with checks and balances, management notifications, dashboards for executive oversight, and repeatable outcomes within a business.

“MOST COMPANIES STORE THEIR PROCESSES INSIDE THE MINDS OF THE PEOPLE WHO WORK THERE, MEANING THEY ARE HIGHLY VULNERABLE TO TURNOVER, DIFFICULT TO ENFORCE, IMPRACTICAL TO MEASURE, AND HARD TO TRAIN.”

- SPLICE DIGITAL

## What can Business Process Automation do for your business?

Automating your business processes can:

- **Ensure every action is performed identically, resulting in high quality, reliable results and eliminating the potential for human errors**
- **Give customers a consistent customer service experience, so they can expect the same quality experience each time they get in touch**
- **Save your employees time by eliminating manual tasks, increasing the time they can spend adding genuine value to the business**
- **Provide you with key metrics for decision-making, depending on what processes you automate (billing, sales, collections, customer support, etc.)**



# Case Study

ACME Co. builds widgets. They've done so for 25 years; however, staff who know the business processes are beginning to retire. Processes live in the minds of senior staff, are unenforceable, and are hard to measure. The customer experience is reliant on employees, resulting in inconsistent service, variable turnaround time on communications, and disappointed customers. Management hears about disappointment from customers and has a lack of visibility in employee performance. When a change in processes needs to be made, adjustment requires organizational retraining. The company wants to protect their business, enforce processes, and gain better insight into KPIs and organizational performance. They hire specialists to inspect their processes and build automated workflows that cover many of the core business processes of key staff.



## THE RESULTS

- *Timing and adherence became enforced by software*
- *Performance, such as efficiency per employee, could be measured*
- *The customer service experience became consistent and repeatable, enforcing client callback within 30 minutes of service and follow-up after 3 days of service*
- *Management is automatically notified when processes are violated*
- *Adjustment of processes are disseminated automatically to staff*

“ONE OF THE MOST FRUITFUL OPPORTUNITIES FOR GREATER EFFICIENCY IS TO LOOK AT AUTOMATING AWAY REPEATED TASKS THAT DRAIN EMPLOYEE TIME WITHOUT GIVING THEM SCOPE TO USE THEIR SKILLS AND TALENTS TO BENEFIT THE BUSINESS.”

- PARALLEL 42 SYSTEMS

**Check out the whole case study at:**  
[www.workforcewindsorsex.com/ict-services](http://www.workforcewindsorsex.com/ict-services)



# About the ICT Services Series

Workforce WindsorEssex has worked with local ICT service providers to produce brochures that help businesses explore how ICT solutions can save them time, money, and effort.

## Services in Windsor-Essex:

### Parallel 42

Parallel 42 Systems uses technology to empower people and organizations.

#### They offer a host of services including:

- Data architecture and engineering
- Software development and integration
- Solution design
- Technical hiring and recruiting
- Training development and delivery

#### Get in touch with Parallel 42 Systems:

**Doug Sartori**, Principal Consultant

**Email** [doug@p42systems.com](mailto:doug@p42systems.com)

**Phone** 519-566-3895

### splice<sup>®</sup> DIGITAL

Splice Digital automates processes for a variety of industries including retail, medical, service, property, and others.

#### They offer a host of services including:

- Artificial intelligence solutions
- Business process automation
- Custom software for business
- Chatbots
- Web development

#### Get in touch with Splice Digital:

1464 Ottawa St., Windsor ON N8X 2G2

**Email** [hello@splicedigital.com](mailto:hello@splicedigital.com)

**Phone** 1-866-636-3011 (ext. 1)

For more information on ICT services in Windsor-Essex, including past and upcoming issues, visit:

**[workforcewindsor.essex.com/ict-services](http://workforcewindsor.essex.com/ict-services)**