



**MORGANFRANKLIN**  
CONSULTING

# Intelligent Automation

Driving transformative outcomes in capability by  
integrating cutting-edge technology and innovation

# Five Keys to Successful Automations

Recent studies have shown that as many as half of all automation initiatives fail on the first attempt. You can skip this costly and time-consuming first step by leveraging MorganFranklin's experience and know-how. Here are five key components to a successful Intelligent Automation engagement:

- Choose a qualified automation tool and implementation partner
- Design an acquisition and procurement strategy
- Assemble willing and motivated stakeholders
- Initiate IT involvement that is vested in the project's success
- Build a proper Center of Excellence for Intelligent Automation

## Intelligent Automation Service Offerings

Not all organizations are at the same stage of the automation journey, so MorganFranklin offers solutions in three phases of maturity:



**Phase 1: SET SAIL** – Build consensus, proofs of concept, and a backlog of processes to automate while in startup mode.



**Phase 2: SCALE** – Employ best practices to refine ongoing DevOps, ramp up production, penetrate enterprise, and stand up a Center of Excellence.



**Phase 3: PREVAIL** – Maintain the digital workforce, retire obsolete automations, upgrade systems & tools, and migrate to federated CoE.



# Our Customer-First Approach

Our proven methodology is designed to support the client journey from beginning to end, and it can be tailored to meet specific needs, timelines and budgets. We offer a full range of automation options, from simple in-house technology pilots to in-depth process assessments and comprehensive automation deployments. Our customer-first approach enables confidence in design, innovation, exploration, and culminates in exceptional delivery.

## The MorganFranklin Advantage

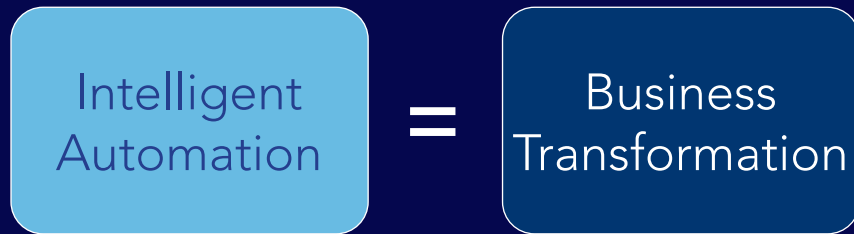
Whether implementing robotics as a stand-alone solution or seeking to gain higher results through integrated automation design, MorganFranklin is your trusted partner throughout your digital transformation. We bring:

- Experienced business process automation advisors
- Adept process selection, prioritization and ROI calculation
- Creative improvement techniques for optimizing current-state processes
- Insightful technology assessment and vendor-agnostic tool selection
- Expert intelligent automation architects and skilled in-house developers
- Quick-win automation pilots and proofs of concept to build consensus
- System integration across current architecture; low-impact deployment
- Proper Center of Excellence building and governance refinement
- Prescient enterprise scaling, both horizontal and vertical
- Self-sustaining digital workforce training to promote cultural adoption



“One of the most challenging steps to any automation initiative is simply getting started. Choosing the right first process is critical to establishing the technology as well as securing easier adoption across the enterprise. MorganFranklin provides end-to-end project engagements to ensure your journey into the automation era is successful.”

–Markus LaFleur, Technical Director



MorganFranklin can help you identify ideal use-cases within your business that will result in real savings, increased capability, and transformative results.

#### **Robotic Process Automation**

Because of its ability to automate manual and repetitive tasks, robotic process automation (RPA) technology can eliminate human error, increase consistency and compliance to low-logic business rules while providing significant cost savings and increased capability. RPA replicates human activities that are rules-based and work with standardized, digital data across any number of systems.

#### **Digital Process Automation**

The customer-focused version of BPM, digital process automation (DPA), can handle more complex workflows to consistently align to higher-logic business rules and standards. DPA can also reduce the need to audit because it is self-documenting, easily trackable, and maintains compliance to even more complex rules and regulations. Custom-built DPA workflows incorporate both human and robotic processes to standardize and streamline results.

#### **Artificial Intelligence**

Artificial intelligence (AI) can be used to augment both RPA and DPA in cases where cognitive function, complex decision-making, or deep learning is necessary. AI technologies mimic human judgment and behavior. Our team has experience integrating machine learning (ML), natural language processing (NLP) tools, optical character recognition (OCR), and AI chatbot components into new and existing automation solutions.

#### **Customer-First Approach**

Processes are important, but our customers' ability to carry out these processes more quickly and more accurately is what we're all about. Two clients may have the same process to automate, but our unique solutions are driven by the humans who require specific results. Our success is measured by our customers' success with the new automations we help them build.



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