IDC Doc. #AP241251IB

Building an Agile Future Enterprise Powered by

Intelligent Automation

Sponsored by **FPT** Software

We are rapidly entering an era in which agility and dexterity are going to be defining traits for sustainable competitive advantage among enterprises. Such **Future Enterprises** are characterized by effective use of organizational data, a high degree of resilience, innovative use of technology, and an obsession with delivering a superlative customer experience.

Numerous IDC surveys over the last year have revealed that **intelligent automation** is now established as a **key driver of transformation** and an **enabler of operational resilience** essential in this rapidly-changing world.

Intelligent automation is premised on the **foundational capabilities of data analytics, artificial intelligence/machine learning (AI/ML), and automation technologies**. The concept covers a spectrum of business and technology choices that represent

changing human-machine interactions depending on who analyzes data, who makes the decision, and who acts based on the decision.

As automation becomes an increasingly integral part of enterprise transformation and evolution, organizations need to take a structured approach to **automation planning, adoption, scaling, and continual enhancement**.

Often, this is best achieved through a rich set of intelligent automation services to complement automation tools and technologies and help deliver the power of intelligent automation to organizations.

This IDC InfoBrief explores how organizations can chart a purpose-specific, scalable, and sustainable path to enterprisewide automation at a time when intelligent automation has become a foundational capability necessary to building an autonomous Future Enterprise.

Data analytics

INTELLIGENT AUTOMATION

Artificial intelligence/ machine learning (AI/ML)

Automation technologies
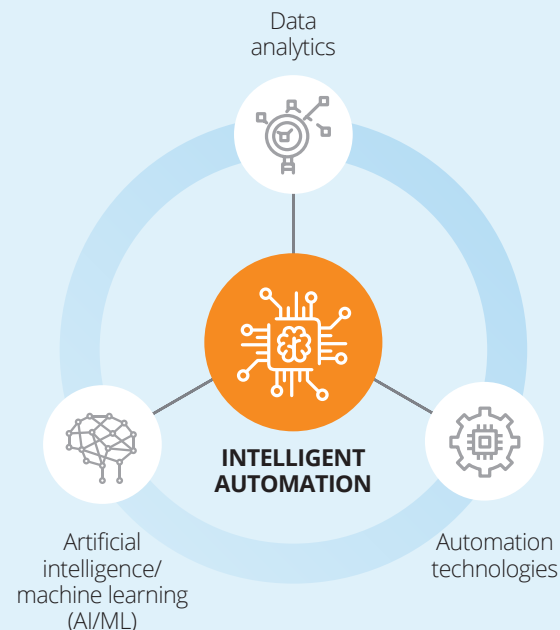
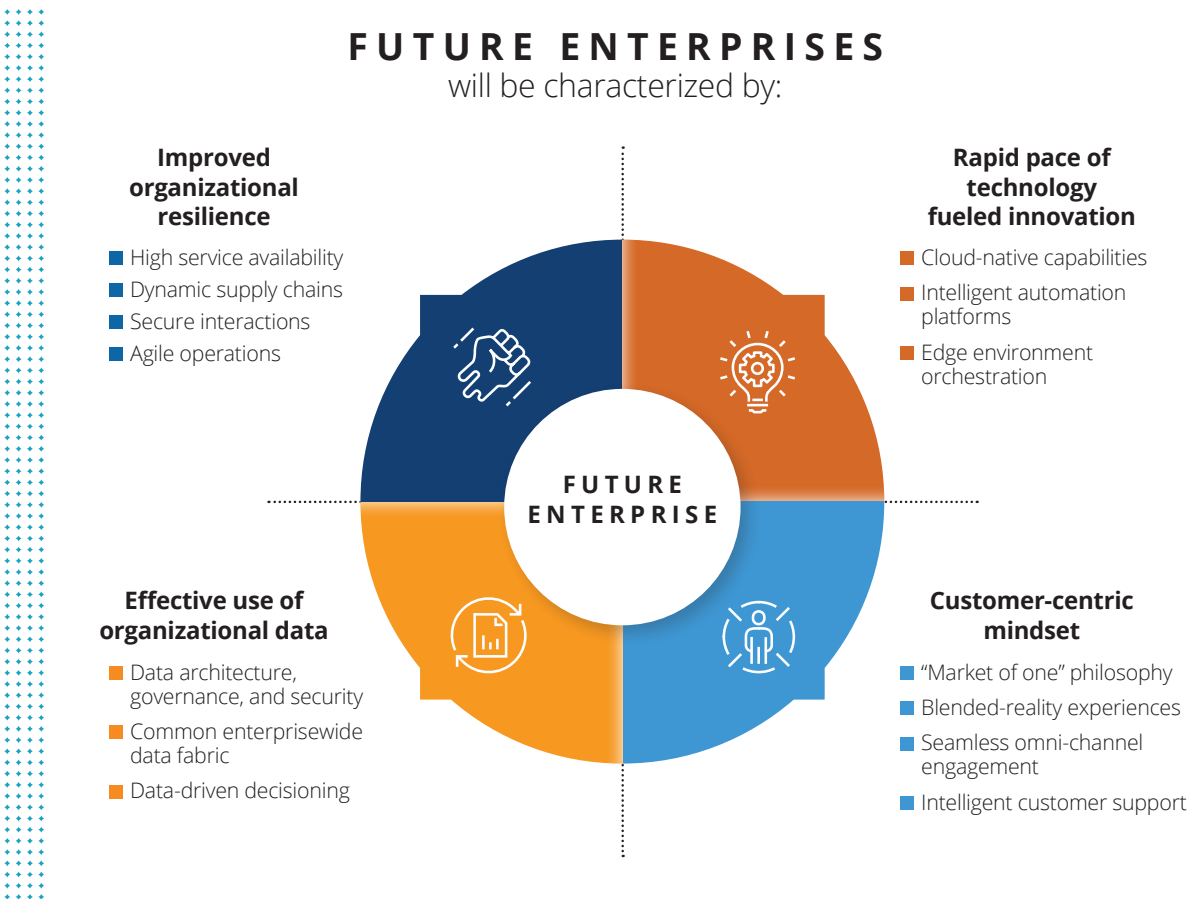Planning | Adoption | Scaling | Enhancement

BY 2024

50%

of knowledge workers will regularly interact with their own AI-enhanced robot assistant, which will help them identify and prioritize tasks, collect information, and automate repetitive work.

Source: IDC FutureScape: Worldwide Artificial Intelligence 2021 Predictions — Asia/Pacific (Excluding Japan) Implications, Doc #AP45869420, January 2021
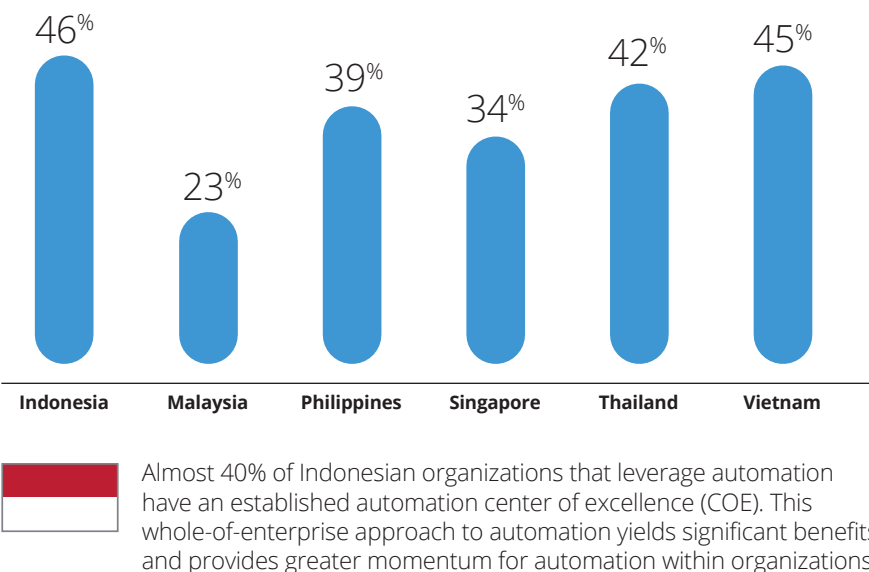
A vision for the Future Enterprise

We are entering the next phase of enterprise digital transformation (DX), which will be all about organizational dexterity. Ubiquity of infrastructure availability at any desired location, a variety of flexible consumption models, and growing adoption of agile paradigms such as DevOps and AIOps, underpinned by increasing use of intelligent automation, will enable this enterprise dexterity.

FUTURE ENTERPRISES
will be characterized by:

Improved organizational resilience
- High service availability
- Dynamic supply chains
- Secure interactions
- Agile operations

Rapid pace of technology fueled innovation
- Cloud-native capabilities
- Intelligent automation platforms
- Edge environment orchestration

Effective use of organizational data
- Data architecture, governance, and security
- Common enterprisewide data fabric
- Data-driven decisioning

Customer-centric mindset
- "Market of one" philosophy
- Blended-reality experiences
- Seamless omni-channel engagement
- Intelligent customer support

FUTURE ENTERPRISE

Asia/Pacific organizations are turning to intelligent automation services for their DX initiatives

% of organizations likely to adopt intelligent automation services from an external services vendor in the next year

Indonesia	Malaysia	Philippines	Singapore	Thailand	Vietnam
46%	23%	39%	34%	42%	45%

Almost 40% of Indonesian organizations that leverage automation have an established automation center of excellence (COE). This whole-of-enterprise approach to automation yields significant benefits and provides greater momentum for automation within organizations.
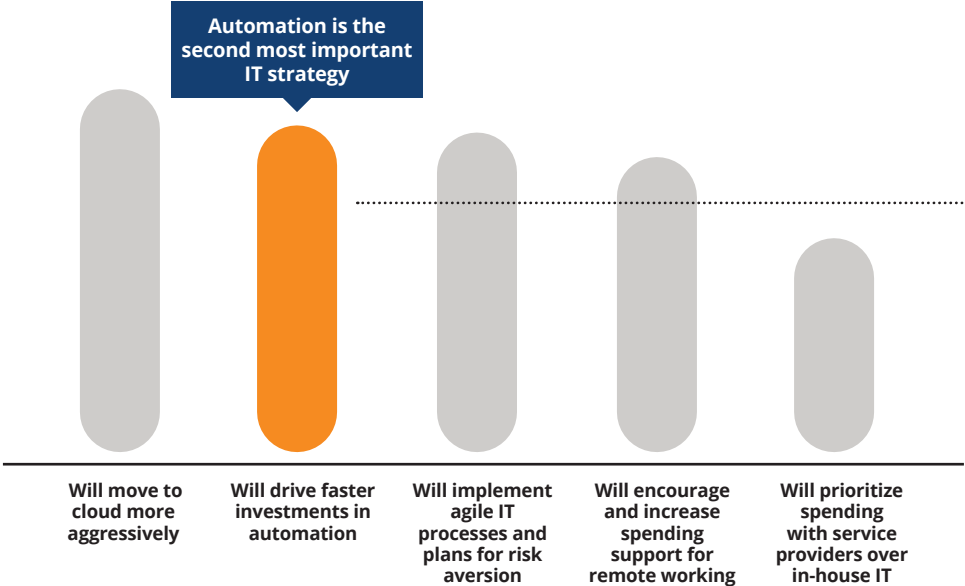
Source: IDC Asia/Pacific Enterprise IT Services Sourcing Survey 2021, n=887

Automation has emerged as a crucial enterprise transformation enabler
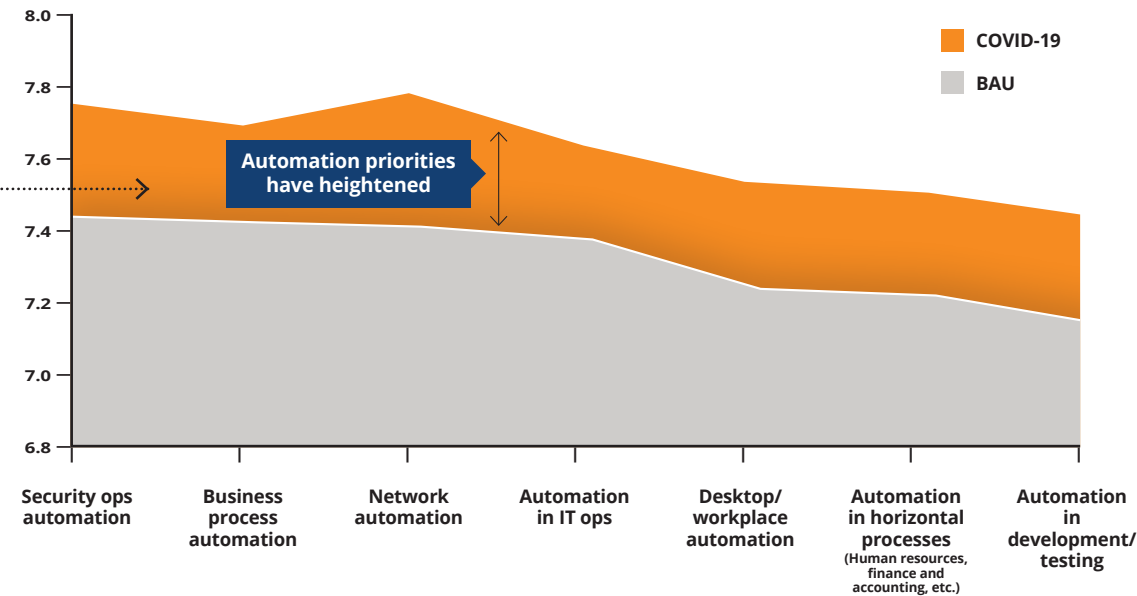
Historically, automation was primarily a driver for efficiency and productivity. But over the last year, the charter of automation has expanded to include business and operational resilience. Increasingly, automation is going to be at the heart of how organizations transform themselves to be future-ready.

Q. How do you think your organization's long-term IT strategy will be affected by the COVID-19 crisis?

Automation is the second most important IT strategy

- Will move to cloud more aggressively
- Will drive faster investments in automation
- Will implement agile IT processes and plans for risk aversion
- Will encourage and increase spending support for remote working
- Will prioritize spending with service providers over in-house IT

Q. Please rate your automation priorities in both COVID-19 and business-as-usual (BAU) scenarios.

(On a scale of 1-10, where 10 is "most important")

COVID-19
BAU

Automation priorities have heightened

- Security ops automation
- Business process automation
- Network automation
- Automation in IT ops
- Desktop/ workplace automation
- Automation in horizontal processes (Human resources, finance and accounting, etc.)
- Automation in development/ testing

PREDICTION IDC

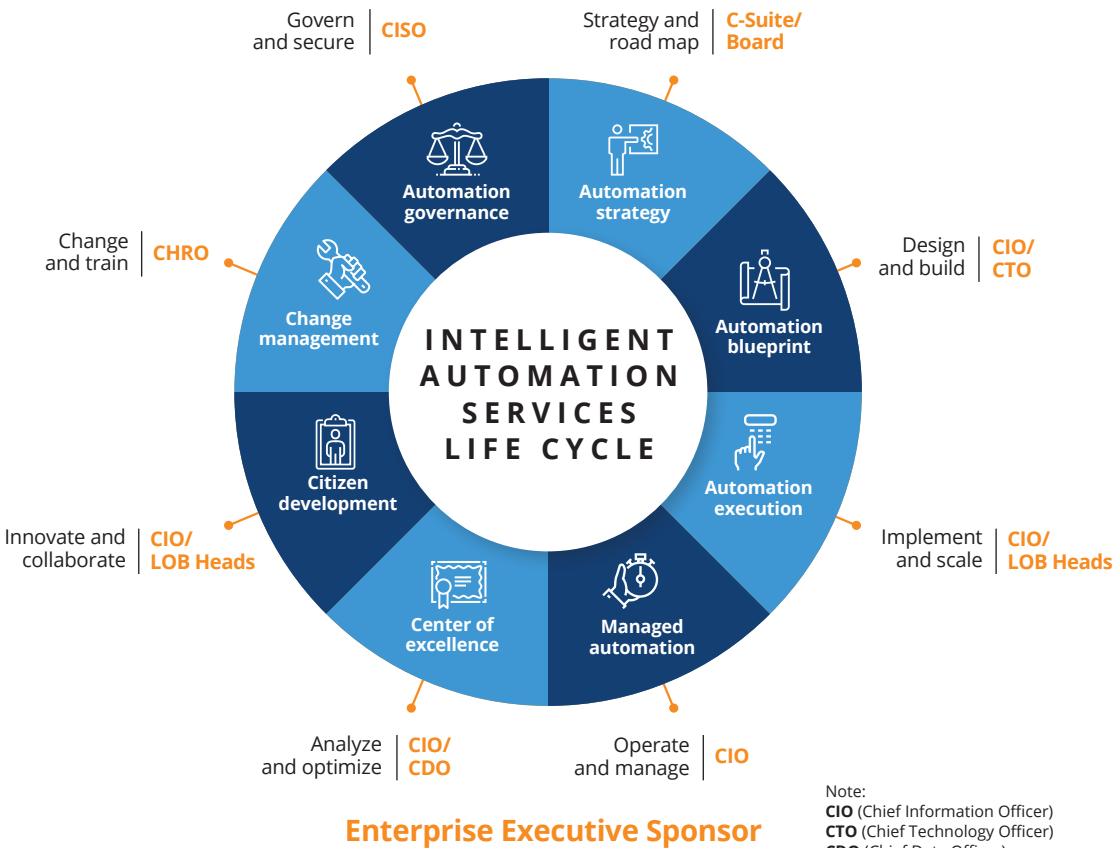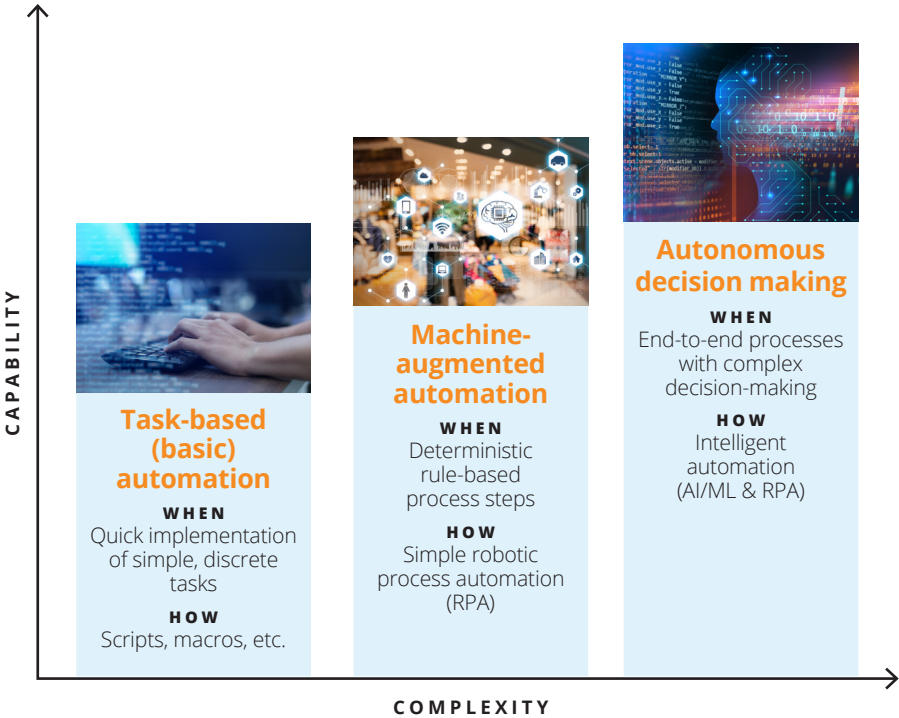**By 2024, over 90% of organizations will have implemented some level of automation across multiple processes to drive a higher level of process optimization and free up operational cash.**

An enterprise framework for intelligent automation adoption

Data analytics, AI/ML, and automation technologies are the functional underpinnings of intelligent automation, together with the mechanisms for program governance, regulatory/policy compliance, and a robust risk management and cybersecurity posture.

The **intelligent automation services life cycle** encompasses the entire spectrum of business and IT services that help deliver the power of intelligent automation to enterprises.

Autonomous decision making

WHEN
End-to-end processes with complex decision-making

HOW
Intelligent automation (AI/ML & RPA)

Machine-augmented automation

WHEN
Deterministic rule-based process steps

HOW
Simple robotic process automation (RPA)

Task-based (basic) automation

WHEN
Quick implementation of simple, discrete tasks

HOW
Scripts, macros, etc.

CAPABILITY

COMPLEXITY

INTELLIGENT AUTOMATION SERVICES LIFE CYCLE

Govern and secure | **CISO** — Automation governance

Strategy and road map | **C-Suite/ Board** — Automation strategy

Design and build | **CIO/ CTO** — Automation blueprint

Implement and scale | **CIO/ LOB Heads** — Automation execution

Operate and manage | **CIO** — Managed automation

Analyze and optimize | **CIO/ CDO** — Center of excellence

Innovate and collaborate | **CIO/ LOB Heads** — Citizen development

Change and train | **CHRO** — Change management

Enterprise Executive Sponsor

Note:
CIO (Chief Information Officer)
CTO (Chief Technology Officer)
CDO (Chief Data Officer)
CHRO (Chief Human Resources Officer)
CISO (Chief Information Security Officer)
LOB (Line of Business)

Case study: Powering automation at TPBank, Vietnam

Tien Phong Commercial Joint Stock Bank (TPBank) is a Vietnam-based provider of corporate and retail banking services, well-known for its efforts to digitalize the delivery of its banking services.

BUSINESS CHALLENGES

- Tough competitive environment with entrenched incumbents (Big 4 banks of Vietnam).

- Huge amount of data to process across departments with specific regulatory/compliance requirements.

- Environment with a wide variety of data schema, legacy systems, and complex processes.

- Automation initiatives expected to integrate into overall DX agenda, backed by service level agreement (SLA) commitments.

SOLUTION

- "Fast to Mass" framework using akaBot employed to simultaneously identify rapid automation opportunities across multiple business areas, such as operations, card center, and risk management, for quick deployment.

- Extensive expertise in banking sector, coupled with full automation platform and life-cycle services capabilities, leveraged to rapidly implement automation in several processes across multiple business areas.

- Established COE for effective governance and continuous performance improvement.

BUSINESS IMPACT

- Automation in **3 processes** in **9 business units** achieved within **6 weeks**.

- On track to automate **275 processes** by end of 2021 including **intelligent automation application**.

- Successfully handled **5,000 customers** in the first week of unveiling of **automated eKYC** (electronic know your customer) capability.

- Reduction in cost income ratio (CIR) from **43%** in 2H2020 to **36%** in 2H2021.

- Overall, the initiative is expected to save over **200,000 hours** of human effort a year.

"By the end of 2021, TPBank has already implemented nearly 300 bots on the akaBot platform to save the efforts of hundreds of full-time employees and retain the continuity in customer experience. We have switched to a higher level of RPA – intelligent automation (20 bots), powered-by-AI applications, virtual assistants, etc."
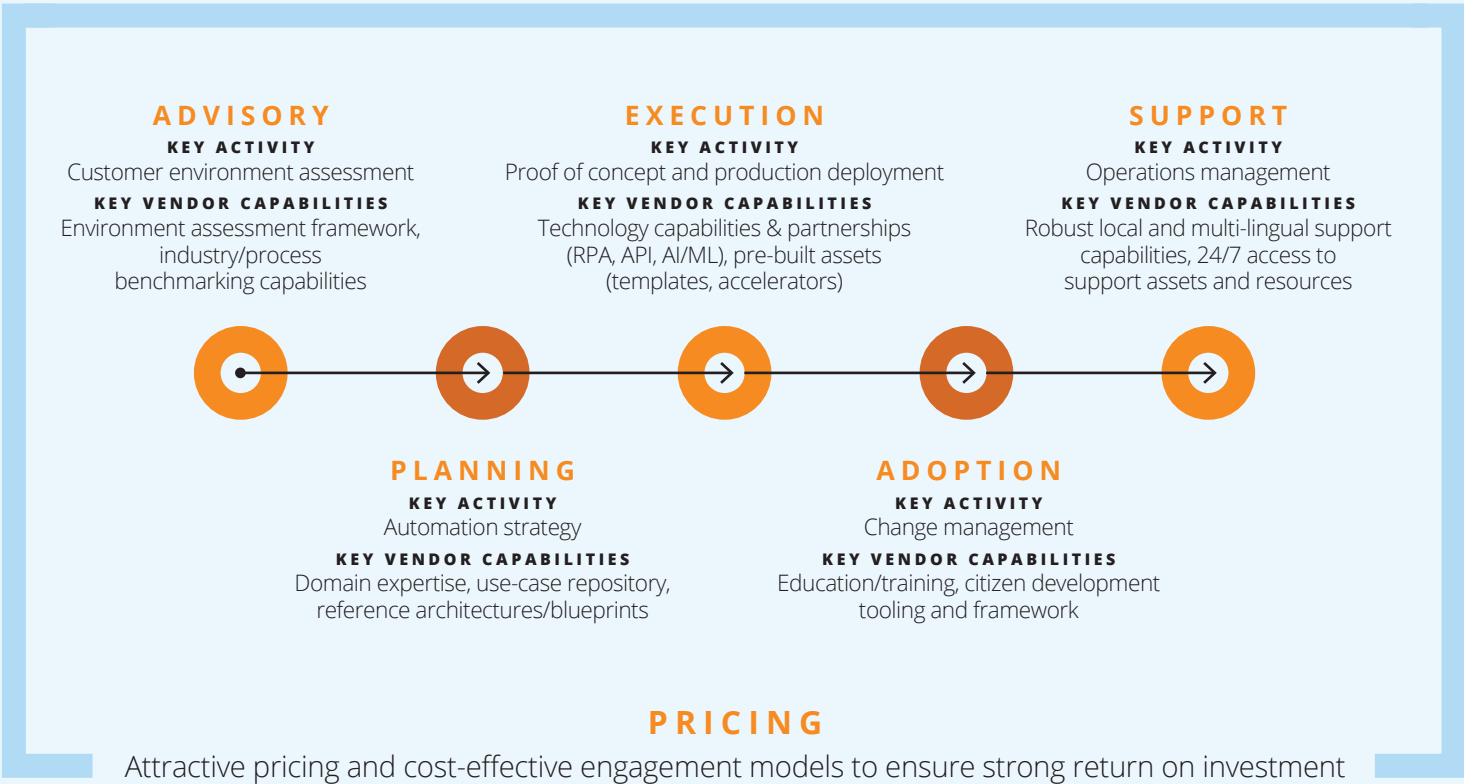
Mr. Tong Van Tien
Digital Innovation Director
TPBank

How an automation partner can shape and enable your evolution

Executing an integrated, organizationwide intelligent automation driven transformation strategy is a complex undertaking that needs a broad set of critical capabilities. IDC recommends prioritizing the following:

KEY AUTOMATION PARTNER CAPABILITIES

ADVISORY
KEY ACTIVITY
Customer environment assessment
KEY VENDOR CAPABILITIES
Environment assessment framework, industry/process benchmarking capabilities

EXECUTION
KEY ACTIVITY
Proof of concept and production deployment
KEY VENDOR CAPABILITIES
Technology capabilities & partnerships (RPA, API, AI/ML), pre-built assets (templates, accelerators)

SUPPORT
KEY ACTIVITY
Operations management
KEY VENDOR CAPABILITIES
Robust local and multi-lingual support capabilities, 24/7 access to support assets and resources

PLANNING
KEY ACTIVITY
Automation strategy
KEY VENDOR CAPABILITIES
Domain expertise, use-case repository, reference architectures/blueprints

ADOPTION
KEY ACTIVITY
Change management
KEY VENDOR CAPABILITIES
Education/training, citizen development tooling and framework

PRICING
Attractive pricing and cost-effective engagement models to ensure strong return on investment

Essential guidance

IDC believes that intelligent automation is a foundational capability necessary to build an autonomous Future Enterprise. IDC has the following recommendations for organizations that are looking to embark on such an automation-powered journey.

	STRATEGIZE	DESIGN	DEPLOY	EMBRACE	OPTIMIZE
Advice by stage	Take a holistic, enterprisewide view of automation adoption to avoid creation of automation silos.	Adopt an automation design approach that spans enterprise data and IT architecture, governance, compliance, and security.	Look for an implementation partner that can bring together strong automation solution expertise and superlative service delivery capabilities.	Transition from a process-first to people-first mindset and focus on building the necessary cultural and change management support.	Implement a closed-loop mechanism to intelligently learn and constantly improve the state of enterprise automation in a self-driven manner.
Metrics of success	Integrated enterprisewide automation strategy based on assessment/ benchmarking	Detailed enterprise automation architecture and adoption road map	Milestone-based phased implementation and deployment scaling	High stakeholder satisfaction and user adoption of automation	Progressive improvement in process metrics, increasing proportion of AI/ ML in automation
Stakeholders	C-Suite/Board	CTO/CIO, CISO, CDO	CIO, LOB Heads	CHRO	CIO, COE

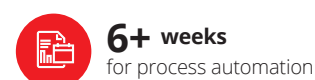# akaBot by FPT Software Accelerate your automation journey

akaBot™

- **300+** Customers
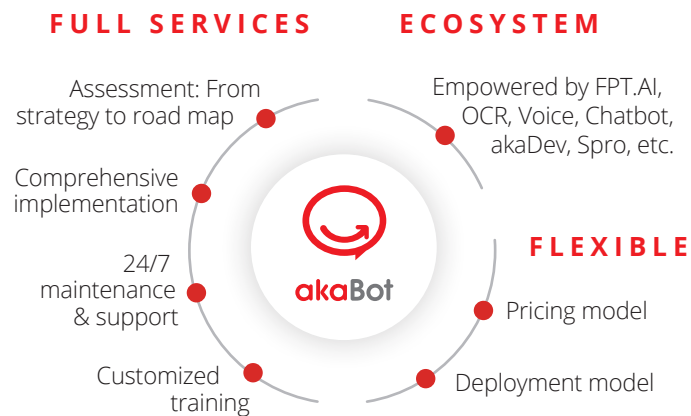- **13+** Countries
- **10,000** Bots
- **10** Partners
- **6+** weeks for process automation
- **500+** Processes per enterprise

A leading localized partner with global standard

How to choose the right intelligent automation vendor

FULL SERVICES
- Assessment: From strategy to road map
- Comprehensive implementation
- 24/7 maintenance & support
- Customized training

ECOSYSTEM
- Empowered by FPT.AI, OCR, Voice, Chatbot, akaDev, Spro, etc.

FLEXIBLE
- Pricing model
- Deployment model

Our customers

MIZUHO

HSBC

Vietcombank

BIDV

TPBank

SHINSEGAE

CENTRAL RETAIL

thinkpower

SCSK

VINAMILK

Explore more case studies

Book a meeting with our RPA consultant

FPT Software

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