QUICK STUDY: INTELLIGENT AUTOMATION

Terms, stats and tools to get you up to speed on intelligent automation

INTELLIGENT AUTOMATION >

Intelligent automation (IA) consists of innovative and intelligent automation technologies that anticipate the needs of users and customers, helping organizations and their employees focus on high-value tasks to develop more meaningful, relevant connections with the people they serve.

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Built-in logic: Pre-built rules and actions that users can leverage to point-and-click configure business logic to create fully automated business processes.

Intelligent routing: Workflow can route documents to the next person or step in the process based on metadata like department, location, vendor, priority, etc.

Robotic process automation: "Software tools that partially or fully automate human activities that are manual, rule-based and repetitive. They work by replicating the actions of an actual human interacting with one or more software applications to perform tasks such as data entry, process standard transactions or respond to simple customer service queries."
- AIIM: What is Robotic Process Automation? >

Machine learning: "The science of getting computers to learn and act like humans do, and improve their learning over time in autonomous fashion."
- Emerj: What is Machine Learning? >

Why it matters: *Intelligent automation contributes to the future workspace by providing "anytime/anywhere access to content and content-centric workflows, enabling secure collaboration and contribution. Automating content-centric workflows offers cost, productivity, collaboration and operational advantages."*
– IDC eBook: Drive Business Value with Intelligent Automation >

DIGITAL TRANSFORMATION >

According to AIIM, digital transformation is the "process of using digital technologies to create new — or modify existing — business processes, culture and customer experiences to meet changing business and market requirements."

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Digitally determined organization: A term used by IDC to define organizations that are "making the strategic, organizational, technology and financial decisions that set them up to digitally transform their organization."

Work transformation: A component of digital transformation that aims to create an employee experience-focused culture.

Why it matters: *IDC says "work transformation is a key component of DX, and integrally related to customer experience and operational excellence." Without intelligent automation technologies, a digital transformation strategy would not reach its work transformation goals.*

14%

of organizations are digital disruptors, using machine learning and artificial intelligence technologies to support orchestration and decisioning within content-centric workflows.

– IDC eBook: Drive Business Value with Intelligent Automation >

"
Less than half of organizations have made the strategic decisions for successful digital transformation (DX) initiatives."

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Hyland