

Rapid Task Automation

Power up digital initiatives through rapid identification and automation of repetitive manual tasks

The pace of digital transformation is accelerating across mid to large enterprises, requiring businesses to embed automation into their processes so much higher volumes of digital transactions can be supported, seamlessly and at a moment's notice. This requires IT organisations to rapidly adopt technology that can help automate end to end quickly and with minimal impact.

Fusion's unique Rapid Task Automation service uses the underlying Service Management data to target automation investment in areas that have the largest impact in the shortest amount of time.

Rapid Task Automation provides:

1. Prioritise automation candidates accurately and quickly

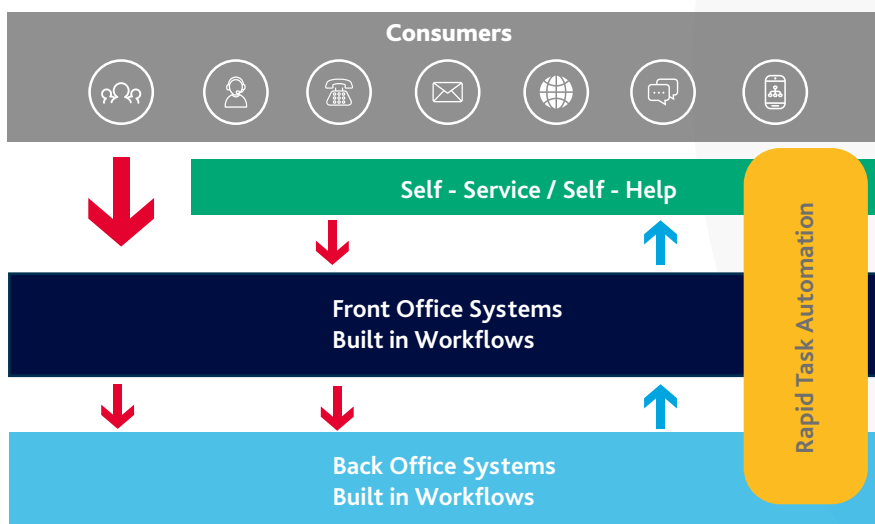
- AI led analysis to identify and prioritise repetitive manual tasks as automation candidates

2. Rapid adoption of automation

- Cloud native deployment with access to ready made workflow content
- Automation factory to accelerate deployment and delivery of outcomes

3. Post automation AI led outcomes assessment

- Identify next set of automation candidates



Business Outcomes

- Reduce Time-To-Market for introduction of new services
- Reduce penalties related to missed SLAs
- Improve customer experience
- Significant improvement on returns from investment in repetitive task automation
- Reduce penalties related to missed SLAs
- Minimise compliance audit costs
- Dramatic reduction in errors related to double keying

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