



A . I . E N A B L E D
P R O C E S S
A U T O M A T I O N _

THE TRENDS OF 2022 AND BEYOND

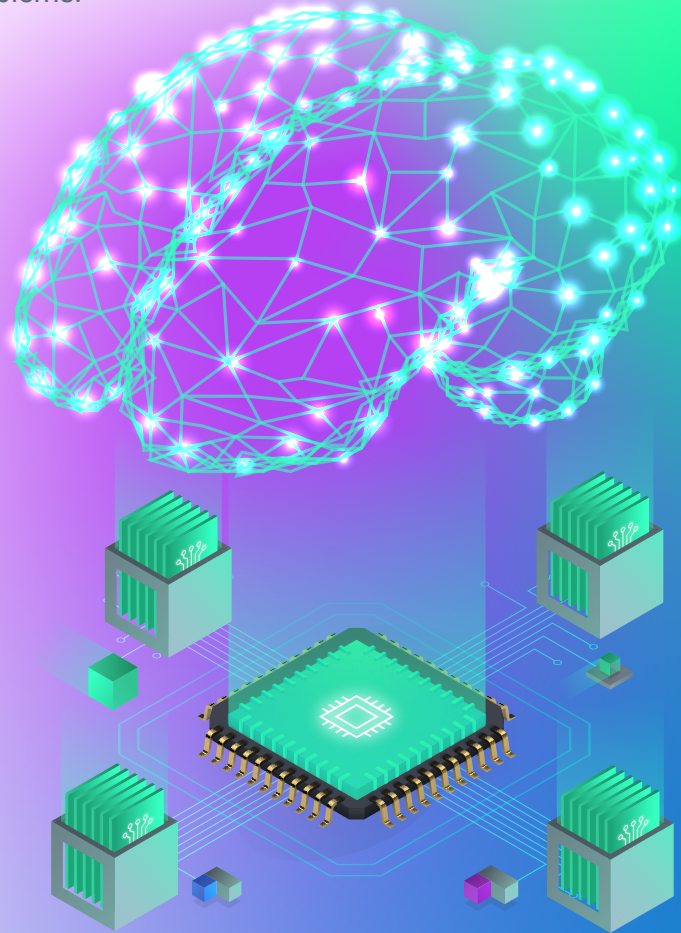
INTRODUCTION

AUTOMATION WITH A.I.?

The A.I. enabled process automation revolution is truly underway. Both long-established businesses and those born in the digital age are looking for new opportunities to drive value from their data and processes, differentiate their offering and disrupt their markets.

In this brochure, we reveal what's driving the embrace of A.I. enabled process automation, how this is impacting the future of business, and the ways we support clients in using these technologies to solve high value problems.

LET'S GO >



TRENDS

A.I. ENABLED PROCESS AUTOMATION TRENDS

Across the majority of industries, there are three major trends driving the A.I. enabled automation agenda.



01 ACCELERATION OF DIGITAL TRANSFORMATION

The world economy is now digital, and most businesses are pursuing transformation strategies. Since the pandemic, people expect to be able to work, transact and manage their lives from wherever they are, with whatever device they have. Speed, convenience, and easy access to services are the new norm, and we believe A.I. enabled process automation is key to meeting this demand in an economic fashion.



03 MORE SOPHISTICATED INTELLIGENT PROCESSES

The cloud is enabling faster, more powerful computing, while A.I. frameworks, APIs and MLOps are becoming more robust and faster to develop. The conditions created by these factors mark an exciting moment in time where A.I. enabled process automation is more achievable and ROI friendly than ever before. More businesses are able to deploy these types of solutions into production, evolve them with continuous learning and fine tuning, and achieve great returns regardless of what systems they currently have.



02 NEW AUTOMATION OPPORTUNITIES

Most businesses were either born digital or born in the bricks and mortar world. The latter group is often challenged by the need to update legacy technologies. These organizations tend to lack the skills to create solutions of their own, but don't want to be locked into single providers. A.I. and automation can empower companies to capitalize on their established systems of record and untapped historical data to generate value and compete at a higher level. For digital-born companies, this technology provides exciting opportunities for innovation through the creation and ownership of ground-breaking capabilities.

TRENDS

BY THE NUMBERS

73% of organizations have accelerated automation initiatives and implementations, according to Appian.

Salesforce learned that 53% of organizations plan to use A.I. In their process automation efforts.

Mckinsey has found that 50% of today's work activities could be automated by 2025.

However, 85.4% of firms that have tried to deploy A.I. Have been unsuccessful, according to Forbes.



WE HELP ENTERPRISES
BECOME ONE OF
THE 14.6% THAT
SUCCESSFULLY DEPLOY
A.I. SOLUTIONS.

INTELYGENZ

WHAT DO WE DO?

Intelygenz empowers enterprises to capitalize on their existing investments and corporate knowledge to transform and create new opportunities in the global digital economy. We achieve this through the swift delivery of A.I. enabled process automation solutions that unlock value from your live and non-live data, and business processes.

With over 20 years' experience in building, deploying, and maintaining solutions and IP, we help our clients reduce the risk of failing to reach production, and instead achieve true ROI. This could be through the enhancement of existing capabilities from their legacy systems, or the creation of new opportunities by automating processes or augmenting human decision making.

Every Intelygenz solution is developed using our own platform and lab, which means we're able to create, test and launch solutions into production environments, where they deliver measurable results in weeks.

OUR DAY ZERO BENEFIT

When we work with your business, we bring our proven methodology, tools, skills, technology, and accreditations to the table. Our experienced staff are excellent at scoping, process mapping and assessing the feasibility of different A.I. models. We shadow test whilst building, which helps us expedite the delivery into production, empowering enterprises to win in the digital economy.

We are great believers in experimentation, research, and working with the open-source community. This underpins everything we do, driving our culture of curiosity and learning.

The quest to enhance and share our knowledge through internal sharing, training programs, conferences, and personal development, means customers get access to the expertise of our entire organization, not just their dedicated project team.

Experimentation has allowed us to build a vast library of reusable code and proven techniques, and we've also created a proprietary tool for internal collaboration. Konstellation has over 30,000 academic models from open source and our own Data Science team. In addition to being a warehouse for models, Konstellation manages our workflow and automates engineering into production. This empowers all our staff to work together at speed and ensures corporate knowledge is retained for our clients.



INTELYGENZ

OUR HISTORY

Founded in 2002, we have offices in Spain, the US, and the UK, where we solve high-value business problems and deliver substantial ROI for our clients in Europe and North America. We have a track record of delivering on time and on budget with excellent client referrals.

80%
CLIENT
REFERRALS

100%
PROJECTS
DELIVERED

90%
CLIENT
RETENTION

95% OF OUR PEOPLE ACTIVELY
CODE ON CUSTOMER PROJECTS

ACCREDITATIONS

Since our founding, we've gained critical accreditations from various industry bodies, allowing us to work on data from across all major industries, including working for government entities.



INTELYGENZ

SUCCESS STORIES

From payment APIs to automated issue resolution and predictive models, we've deployed a varied range of solutions that bring measurable and predictable value to our customers.

PREDICTING PRESCRIPTION AND SALES DEMAND

PHARMACEUTICALS

We developed a rolling sales forecast model with 98.5% accuracy, enabling enhanced workflows and business decision making.

[VIEW CASE STUDY >](#)

ONE COMMAND CENTER FOR LIMITLESS GROWTH

SECURITY OPERATIONS

We elevated this security command center with new capabilities, enabling improved core business functions, surfacing of insights, and enhanced customer experiences.

[VIEW CASE STUDY >](#)

DIGITIZING TICKET PROCESSES FROM REQUEST TO RESOLUTION

TELECOMS

We worked with MetTel to enhance their maintenance ticketing system with A.I. and automation capabilities to deliver seamless customer experiences. Ticket Next Best Action (TNBA) accurately predicts and executes actions, while our email classification component digitizes repair requests and extends the chain of automation.

[VIEW CASE STUDY >](#)

MetTel



SUCCESS STORIES

ENSURING QUALITY WITH A.I. POWERED PRODUCTION

MANUFACTURING

By embedding an intelligent solution into a production line, we drove speed and accuracy of fault detection, reduced material waste, and improved product quality.

[VIEW CASE STUDY >](#)

HANDS-FREE SALES REPORTING

LIVE ENTERTAINMENT

We helped a live event ticketing company to fully automate a key sales reporting process with only 70 hours of development time.

[VIEW CASE STUDY >](#)

DRIVING SALES WITH CONNECTIVE MARKETING

BANKING

Combining A.I. and automation, we created an intelligent marketing solution to help this bank increase sales by 20%.

[VIEW CASE STUDY >](#)

SCOPING A WORLD-CLASS USER INTERFACE

ENERGY

Using automation and UI design, we created an award-winning online portal that delivered next-level experiences for energy customers.

[VIEW CASE STUDY >](#)



LET'S TALK OPPORTUNITY

For a free consultation, answers to your questions, or to discover how we could surface hidden value from within your data, get in touch with a member of the Intelygenz team at

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