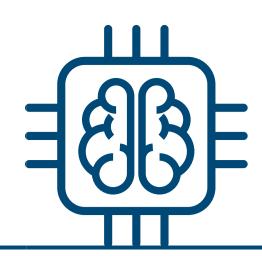
## INTELLIGENT AUTOMATION REALIZING A NEW ERA OF BUSINESS PROCESSES



60%

of customer dissatisfaction originates within back office inefficiencies<sup>1</sup>

90%

of technology budgets are spent on managing and maintaining legacy systems<sup>1</sup>



(81%)

of companies see AI and robotics as important directives toward operations strategy<sup>2</sup>

Al has the potential to double economic growth rates by 2035<sup>3</sup>

"Intelligent Automation – the combination of artificial intelligence and automation – is starting to change the way business is done in nearly every sector of the economy."

– Deloitte

# CREATING A POTENTIALLY BIGGER OPPORTUNITY

HIGHLY DIGITALIZED FRONT OFFICE

Banks dedicate 1/3 of their digital budget to mobile banking



LACK OF DIGITAL
PROCESSES IN BACK OFFICE

Automating back offices can help to realize **30%** cost savings<sup>1</sup>

### CHALLENGES OF IMPLEMENTING INTELLIGENT AUTOMATION



**98%** of enterprises have an automation agenda and investment in AI is growing at a high rate, but adoption remains low<sup>2,4</sup>



**Striving for high data quality:**Extracting the right information in

Extracting the right information in unstructured data and scaling the value from extracted data to analytics



Automation clash:

Managing high expectations for efficiency and long-term agility vs. rapid cost takeout to sell the ROI

 35% of C-level executives state immediate cost savings are not high enough<sup>2</sup>



**Demanding requirements:**Legal, compliance and risk management

Legal, compliance and risk managemen



**companies:**Lacking an integrated approach to

**Decentralized initiatives within** 

automate processes



**No sound ecosystem:** Fragmented IT landscape and no joint

platform

QUALITY SPEED CC

1

COST

**Customized Approach**Matching the right solution and

suitable technology to your problems

**End-to-end processes**Digitizing data across all

communication channels and automate subsequent work processes

Specialist in Document
Management
Realising a competitive advantace

Realising a competitive advantage, improved profitability and heightened productivity for you



### Business Process as a Service (BPaaS)

Scalable operational model and transaction based pricing increasing flexibility to adapt to future business needs

No changes

to existing IT landscape

**Highest standards** in compliance and data security

### VOICE OF THE CUSTOMER

for us. Partnering with SPS helped us to reach a **70%** degree of automation, to reduce the process time from **4 weeks to 2 days** and to decrease transaction costs by **74%**."

— International transport company

"SPS processes **12,000 invoices** in over **40 languages** per day

memoral dansport company

"SPS managing our customer service decreased manual processing by **50%** and reduced process time from **7 to 3 minutes.**"

— Telecom company

"Handling peaks of **+60-70%** insurance claims in addition to processing **3,000 pages per day** – thereof **25%** physical – is now reality with SPS. No temporary work is needed."

– Insurance company

Source: ¹Capgemini, ²HfS, ³Accenture, ⁴McKinsey

For further information www.spsglobal.com

