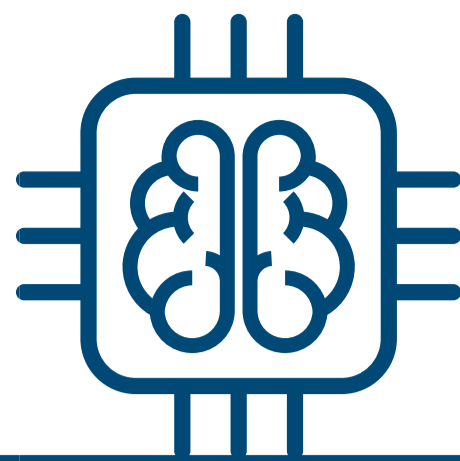


INTELLIGENT AUTOMATION REALIZING A NEW ERA OF BUSINESS PROCESSES



60% of customer dissatisfaction originates within back office inefficiencies¹

90% of technology budgets are spent on managing and maintaining legacy systems¹

81% of companies see AI and robotics as important directives toward operations strategy²



AI has the potential to double economic growth rates by 2035³

“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



VS

LACK OF DIGITAL PROCESSES IN BACK OFFICE

Automating back offices can help to realize **30%** cost savings¹



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^{2,4}



Striving for high data quality:
Extracting the right information in unstructured data and scaling the value from extracted data to analytics



Demanding requirements:
Legal, compliance and risk management



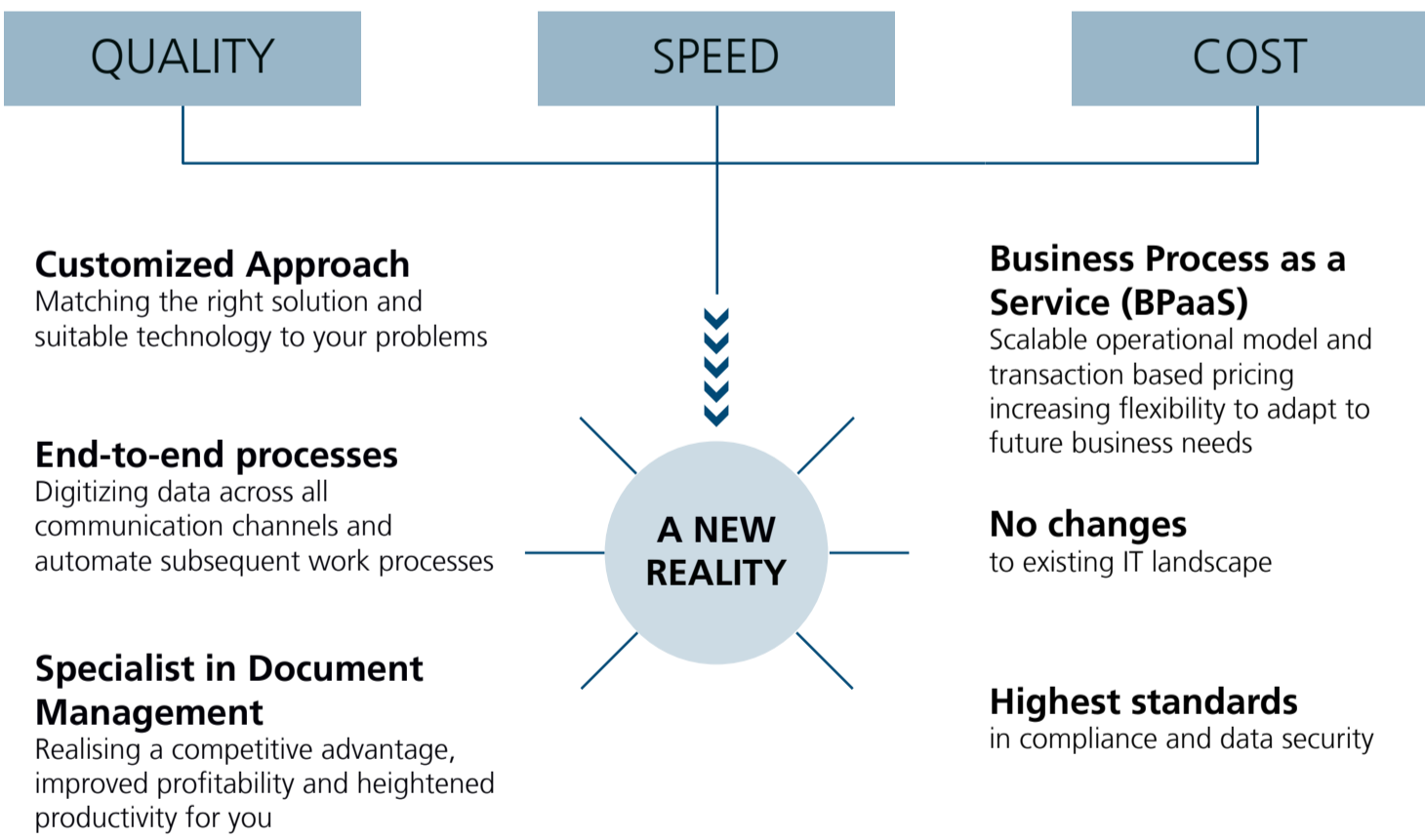
Automation clash:
Managing high expectations for efficiency and long-term agility vs. rapid cost takeout to sell the ROI
– 35% of C-level executives state immediate cost savings are not high enough²



Decentralized initiatives within companies:
Lacking an integrated approach to automate processes



No sound ecosystem:
Fragmented IT landscape and no joint platform



VOICE OF THE CUSTOMER

“SPS processes **12,000 invoices** in over **40 languages** per day 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%**.”

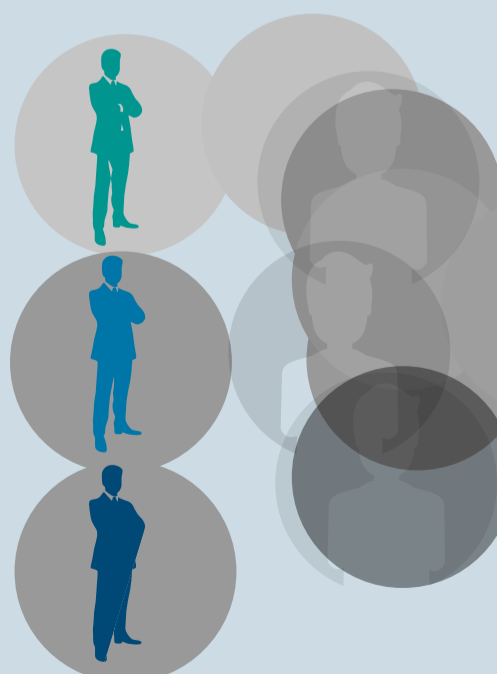
– International transport company

“SPS 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: ¹Cappgemini, ²HfS, ³Accenture, ⁴McKinsey

For further information
www.spsglobal.com



The Power of Possibility