Business Process Automation of SMEs in the Post-digital Era

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Post-Digital Era

• More than half (3.9 billion) of the global population is now online and using the Internet
• $1.25 trillion will be spent on digital transformation globally in 2019
• $1.97 trillion in global spending on digital transformation of businesses in 2022
• Over 60% of global GDP will be digitized with growth in every industry driven by digitally-enhanced offerings, operations, and relationships
Automation is the Way of Present and Future

• Optimize resources
• Reduce labor costs
• Streamline processes
• Facilitate collaboration
• Drive profits
The TOP 6 BPA Trends

• AI-driven technologies
• Robotic process automation
• No-code or low-code platforms
• Adaptive case management technology
• Collaboration technologies
• Smart technologies
The Trends of SMEs in the IT digitalization

• High demands
• Numerous stakeholders
• To streamline SMEs internal processes and increase the efficiency
• Large automation solutions are disadvantageous and inaccessible
• Small-task automation strategy
Small-Task Automation

• Technology to execute recurring small daily tasks
• Manual effort can be replaced
• Tools and small custom programs or scripts
• With large and complex corporate systems
• Tools available to the company (office apps, text editors, clouds)
• Focus on activities that add more value (analysis)
• Different tasks (supply chain management and sales etc.)
Implementation for the Future Growth of SMEs

- Focus on apps that offer a wide range of functionalities
- Review the organizational structure
- Let the teams experiment and develop custom solutions
- Define priorities and find solutions
- Faster and cheaper way
- Fully compatible with SMEs
Conclusions

• Reduce operational costs
• Deliver superior customer service
• Improve productivity
• Improve employee morale
• Enforce governance
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