# Dell Services – Business Process Transformation through RPA and AI

Vendor Assessment
Report Abstract

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NelsonHall

5 pages

## Who Is This Vendor Assessment For?

NelsonHall's Business Process Transformation through RPA & AI profile of Dell Services is a comprehensive assessment of Dell Services' automation-centric service offerings and capabilities in support of business process transformation designed for:

- Sourcing managers monitoring the capabilities of existing suppliers to deliver process transformation and automation using RPA and/or AI technologies and identifying vendor suitability for RFPs seeking automation-led process transformation or business process services

- Vendor marketing, sales and business managers looking to benchmark themselves against their peers

- Financial analysts and investors specializing in the support services sector.

## Key Findings & Highlights

Dell Services is essentially focusing on incorporating RPA within its current business process services engagements using its operations supervisors and central automation team to drive automation targets.

Dell Services estimates that it typically delivers a 30%-35% cost saving by use of RPA. Examples of potential additional benefits beyond cost savings delivered by Dell Services' use of RPA and AI include:

- Health plans are expected to pay 90% of claims within 30 days. Using RPA, it is possible to pay 90% of claims within 15 days

- For life insurance, use of a tablet by the insurance salesperson followed by use of RPA facilitates instant approval of policies and hence potentially a significant up-tick in sales.

## Scope of the Report

The report provides a comprehensive and objective analysis of Dell Services' offerings, capabilities, and market presence in support of business process transformation through the application of RPA and AI technology including:

- Analysis of the company's offerings and key service components for achieving business process transformation through the application of RPA and AI technology

- Analysis of the company's delivery organization for delivering business process transformation through the application of RPA and AI technology

- Analysis of the profile of the company's RPA and AI-based services customer base, including the company's targeting strategy and examples of current contracts

- Revenue estimates for the company's RPA and AI-centric services

- Identification of the company's strategy, emphasis and new developments in support of business process transformation through the application of RPA and AI technology

- Analysis of the company's strengths, weaknesses and outlook in achieving business process transformation through the application of RPA and AI technology.

## Contents

## Report Length

6 pages

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## Business Process Transformation through RPA and AI Vendor Assessments are Available for:

Arvato

Capgemini

Cognizant

Dell Services

EXL

Genfour

Genpact

HCL

HGS

IBM

Infosys

Mphasis

Sopra Steria

Sutherland Global Services

Swiss Post Services

Symphony

Tata Consultancy Services

Wipro

WNS

Xerox Services