



Application of Technology to Process Optimization

Market Analysis
Report Abstract

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Who Is This Report For?

NelsonHall's "Application of Technology to Process Optimization" report is an analysis of the roles of each of the new technological approaches being taken to business process optimization and is designed for:

- Sourcing managers investigating the operational and commercial implications of emerging technologies
- Vendor marketing, sales and business managers developing strategies to utilize new technologies within business process services (BPS)
- Financial analysts and investors specializing in the IT services and BPS sector

Scope of the Report

The report is based on interviews with executives within BPS vendors applying new technologies such as RPA, BPaaS, and AI/analytics to business processes and analyzes, the role of each of these new digital technologies on BPS service delivery.

In particular, the report analyzes:

- Client satisfaction with BPS indicating both the areas where traditional BPS has succeeded and those areas where organizations are seeking improvement
- The role of RPA in process optimization
- The role of BPaaS in addressing "edge" processes and the need for new business models within organizations
- The emergence of analytics and AI
- The impact of these new approaches to process optimization on commercials and service governance
- Planned client adoption of each of a range of technologies and BPS delivery models.



Key Issues & Highlights

BPS services have had a number of traditional virtues. In particular, clients regard BPS as having been successful in terms of standardizing & consolidating processes and achieving improved process execution while largely delivering the process cost changes promised. At the same time, BPS has traditionally been successful in identifying those areas where further process improvement was required. Add to this the fact that clients are also typically impressed with the caliber of vendor BPS delivery teams.

Nonetheless, clients would like more. They have always believed that greater process cost reduction was possible and that BPS should have a greater impact on their business outcomes. And increased automation is often viewed by clients as the answer to these issues, at a time when digitalization is perceived to be crucial if organizations are to compete with new entrants into their industries.

However, while digitalization is an overriding theme, the various technologies now emerging impact on processes in differing ways. RPA assists organizations in realizing continuous improvement within established processes, while BPaaS enables organizations to adopt new process models whether for edge processes or at a more fundamental level. Combined with these, the real game-changer is arguably analytics and AI, increasingly offering the promise of real-time process improvement and much enhanced business insight.

Contents

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1. Introduction
 2. Client Satisfaction with BPS
 3. Application of RPA
 4. Role of BPaaS
 5. Reporting & Analytics
 6. Commercials & Governance
 7. Conclusions
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